Hope for Healing
A Guide for LGBT Victims of Crime
Milwaukee, WI
2009

wwwforge-forwardorg
wwwLGBTsurvivorsguideorg
FORGE is grateful for the agencies and individuals who clearly show a dedication to LGBT clients – for taking FORGE's survey on serving LGBT victims of crime, for doing the work they do every day which enhances the lives of LGBT individuals and loved ones.

We are honored to regularly work with the agencies and individuals who co-sponsor this Guide. They tirelessly open their doors and hearts to LGBTQA individuals on a daily basis, offering support, hope, encouragement, love and compassion to the people they serve.

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Working on a guide for crime victims brings up ambivalent feelings. On the one hand, it is painful to admit we live in a world where people hurt each other, where hate crimes, sexual assaults, and domestic violence are common – too common. On the other hand, it’s comforting to be reminded that while we may not be able to prevent all violence, it certainly is within our power to comfort, help, and support all those who have been harmed. It is FORGE’s intention that this Guide help those who have been harmed to find hope, guidance, and assistance in healing.

Why produce a guide specifically for lesbian, gay, bisexual, and/or transgender (LGBT) victims of crime? Don’t all crime victims need the same things? Yes and no. Yes, all crime victims need assurance that what they are feeling is normal, they all need to be carefully listened to, many need help pulling the pieces of their lives back together, and some need guidance and support through the complex criminal justice and healing systems. But no, LGBT crime victims are not the same as non-LGBT victims. Because of discrimination against LGBT people (some of it still legal), because of stigma against us, because of the size and make-up of our community, because our relationships have fewer protections and supports…all these factors and more result in issues and concerns non-LGBT survivors of crime may not face.

This is especially true of the three crimes this Guide focuses on: hate crimes, sexual assault, and domestic violence. These crimes pose unique challenges for the LGBT community. First, all three crimes feel like they target the LGBT community itself. Hate crimes are by design “message” crimes, intended not just to harm the victim, but also to threaten, create widespread fear in, and demonstrate hate for the entire LGBT community. Domestic violence and sexual assault (particularly sexual assault by a dating or intimate partner) seem more personal, but they also threaten the whole LGBT community. The LGBT community, after all, is knit together by our commonality of loving outside the usual gender boxes. It is painful and threatening to admit that this love is no better than traditional heterosexual love: we, too, sometimes hurt each other.

The second primary problem domestic violence and sexual assault poses for the LGBT community is that LGBT individuals usually do not fit the mainstream’s belief that these crimes all have a male perpetrator and a female victim. That myth about who can abuse and who can be abused has enormous implications for the LGBT community. Not only does it make it hard for the community (and professionals) to recognize domestic violence and dating or intimate partner sexual assault – where in so many situations, the victim is male and/or the perpetrator is female -- but it also makes it very hard for us to find competent help. Many domestic violence and sexual assault agencies only serve female victims, sometimes even just female victims who had male assailants. Indeed, it was painful experiences with many of Milwaukee’s sexual assault agencies, law enforcement officials, and therapists, who refused to serve (or offensively treated) male sexual assault survivors that prompted FORGE to found the Transgender Sexual Violence Project in 2004. In the few short years since, this Project has become a nationally-recognized leader in providing services to survivors, and offering training and technical assistance to professionals around transgender sexual violence.
So how did a transgender group end up doing a Guide for the whole LGBT community? FORGE believes that the disability movement’s “universal design” principle applies to social and support services, as well. Designing a service that appropriately meets the needs of its “most different” clients results in a service that will automatically better meet the needs of a whole range of clients. For example, a transgender person who doesn’t identify as either male or female poses what might seem to be a unique problem for an agency that sponsors single-gender support groups. However, dig deeper, and it often turns out the agency doesn’t have groups for non-transgender men, either. When services are designed to accommodate crime victims who don’t fit neatly into the “female victim with a male perpetrator” box, we will automatically have improved accessibility for all victims. It also deserves noting that unlike the other “letters” in the LGBT community, the T (transgender) community includes people of all sexual orientations. Here, too, to properly serve the diverse transgender community, one must be culturally competent about people of all sexual orientations. (For more on what cultural competency means when it comes to LGBT people and for an explanation of how FORGE ranked cultural competency for this Guide, see page 8.)

It is important to note that this Guide is neither comprehensive nor infallible. FORGE sent letters to over 300 agencies asking them to answer an online survey about their services. Seventy-six agencies/providers responded. Agencies that provided data on their services but that did not answer the cultural competency questions are included with a note in the space for LGBT cultural competency, “insufficient data to score.” Remember that not only are the cultural competency scores subjective, but they are also subject to change. Many agencies have high staff turnover rates, and we are hoping many will use the publication of this Guide as a reason to seek out more training on LGBT issues and to strengthen their policies and procedures to better serve this constituency. The online version of the Guide -- at www.LGBTsurvivorguide.org -- will be periodically updated, and should be consulted before data in this printed Guide is relied upon. If you have corrections to or comments on the Guide, please email them to info@forge-forward.org or call 414-559-2123, and we will update the online Guide accordingly.

Remember: while we may not be able to prevent LGBT people from being victimized, it certainly is within our power to comfort and help all those who have been harmed. It is our hope this Guide helps.

michael munson

Loree Cook-Daniels

michael munson

Loree Cook-Daniels

www.forge-forward.org
How to Use This Guide

We’ve used several visual codes to help you quickly find the services that are right for you. Below the name of each agency are three types of codes:

We’re rated most agencies on their LGBT cultural competency, giving them one to four dots. (For more on how we determined these ratings, see pages 8.)

sexual assault Each listing includes what types of crime victims the agency services.

Each listing also notes whether the agency serves women, men, and/or transgender people. A black symbol means all services are open to that gender; a grayed symbol means some (but not all) of the agency’s services are open to people of that gender; a blank space indicates none of the services are open to that gender. A description of which services are open to which gender(s) is midway through each listing, right after the description of the agency’s services.

Down the outside of each agency listing is a set of letter codes representing the major types of services often needed by crime victims. These codes are either highlighted with a bold color (the agency offers the service) or are light grey (this is not a service this agency offers). You can also use the Index in the back of the Guide to help you find which agencies offer the particular service you’re looking for.
Lynne Austin
Gayatri Center for Healing
675 Brookfield Road
Brookfield WI 53189
262.860.6021

Energywork, Shamanic practice, sound healing, emotional release.

Genders served: Services open to all.
Hours: Tuesday and Wednesday 1:00pm to 6:30pm, Thursday days. Services by appointment.
Cost: $65.00 for one hour- not less than $50.00.
Geographic limitations? No.
Time limitations? No time limit.
Ages served: Young adult and older.
Additional languages: No.
Bathrooms: gendered (male/female)

Quote

Shamanistic cultures view illness and trauma as a problem for the entire community, not just for the individual or individuals who manifest the symptoms. ~ Peter A. Levine
The Bridge to Hope provides advocacy, support and shelter to survivors of domestic violence and sexual assault.

**Genders served:** Services open to all.
**Hours:** Services by appointment.
**Cost:** Free services, based on the need for our services.
**Geographic limitations?** We serve Dunn and Pepin Counties of Wisconsin.
**Time limitations?** We offer both short term and ongoing services.
**Ages served:** All ages.
**Additional languages:** English only.

1 in 3 girls/women -- lesbian, bi straight -- are sexually abused/assaulted.
CAP Services
Sexual Assault Victim Services (SAVS)
101 Tower Rd.
Waupaca, WI 54981
715.256.1584
www.capserv.org

SAVS victim advocates provide support, information and accompaniment to primary and secondary victims of sexual assault. An advocate can be accessed 24/7 to accompany victims to the emergency room for a forensic exam, to law enforcement agencies for reporting or by phone in case of a crisis. Our services are free and confidential.

Genders served: Group support, short term group shelter, long term group shelter NOT available to men or transpeople (any vector).

Hours: Business hours M-F 9-4pm, on-call services 24/7. Services by appointment and drop in, as well as on-call crisis.

Cost: Free services, just have to be a primary or secondary victim of sexual assault/domestic violence.

Geographic limitations? Waupaca County only.

Time limitations? No.

Ages served: All ages.

Additional languages: English only.
“Cultural competency” is a much-used term within social service fields. It’s meant to refer to a set of knowledge, behaviors, and skills that help professionals to understand the culture-based differences of their clients, and serve them in ways that are respectful and appropriate within the client’s (not necessarily the professional’s) culture.

The problem is, it is extremely difficult to define cultural competency in theory, let alone in practice. Professionals with no cultural training whatsoever may do extremely well with clients of a different race, generation, sexual orientation, or country of origin, simply because the professional follows his or her client’s lead so well. Other times, professionals receive “cultural competency” training that results in them approaching each client as stereotypically as they did before, only now with slightly different stereotypes. For example, a worker may turn a training workshop discussion of some of the conflicts some LGBT people have with their families of origin into the stereotype, “All gay people are estranged from their families of origin.”

There are few available “standards” for assessing cultural competency in lesbian, gay, bisexual and transgender (LGBT) issues. The few that do exist seem to be mostly in the health care field, although there are many free, Web-based training materials and publications for professionals that address LGBT issues in general. After asking for leads and advice from several national listservs for professionals who serve crime victims and/or LGBT people, FORGE collected fewer than half-a-dozen models to work from. In the end, we decided on the questions listed below, assigning points to each type of answer. The top possible score was 100, although no organization – including FORGE – had a perfect score. We all have room for improvement! Nevertheless, the scale does allow us to begin assessing an agency’s level of familiarity with LGBT issues and the extent to which it has institutionalized policies, procedures, and ongoing training designed to make LGBT crime victims feel welcomed and understood.

Two people separately graded each survey response, giving it 1-4 “stars,” as follows:

- 1-25 total points: 1 star
- 26-50 total points: 2 stars
- 51-75 total points: 3 stars
- 76-100 total points: 4 stars

Since each grade was subjective, we compared only how many stars each grader gave each agency. With very few exceptions, both gave the same number of stars to each agency. For the few exceptions, the graders reviewed their scores and came to consensus on how many the agency should receive.

Here’s what FORGE looked at, the points they were given, and our rationales.

- “In your office, what signals to clients that you are LGBT friendly?” (1-10 points)
This question reflects the belief that LGBT people feel more welcome in agencies and offices that indicate they are aware LGBT people exist, and want to serve
them. Agencies that included not only clearly-marked LGBT materials in their waiting rooms but also LGBT symbols outside their building and/or who advertised in LGBT publications got higher points. Agencies that had no symbols or that said “we serve everyone,” received few to no points.

- “What LGBT organizations do your organization partner with or collaborate with?” (1-5 points)
  If agencies or professionals are actively involved with LGBT-specific organizations, they may be more likely to develop an awareness of the issues and sensitivities of LGBT clients. Agencies were graded on number and type of partnerships and evidence of active involvement.

- “Does your agency CURRENTLY have the following in place or in practice?” (1-35 points)
  There were 7 sub-questions (see below). Respondents received 0 points for “not in place or practice,” 2 for “currently in development,” 3 for “partially in place or practice,” and 5 for “fully in place or in practice.” These markers were chosen because they institutionalized non-discrimination against LGBT clients, indicated ongoing attention to LGBT clients, and/or provided LGBT clients some measure of protection from staff or other clients’ possible prejudicial statements or actions.
  - Written and officially adopted organizational policies and practices to ensure LGBT accessibility and cultural competency.
  - Written and adopted non-discrimination policy covering sexual orientation.
  - Written and adopted non-discrimination policy covering gender identity.
  - Mechanisms to track the number of LGBT clients served.
  - Materials designed and displayed specifically and primarily for the LGBT population such as posters, brochures, stickers and flags.
  - All intake questions are worded to presume partners, perpetrators and victims may be of any gender.
  - Protocols are developed (and enforced) and staff has been trained to address clients or other staff members who express a bias against other LGBT clients (or staff).

- “On your intake forms, what options do you offer your clients for: gender/sex and relationship/partnership status?” (1-5 points)
  Current best practice is to give clients a blank line in which to fill out their gender identity, an option which does not force anyone into a gender box they’re not comfortable with. However, we gave credit to those who gave a third option (usually “transgender” or “other”). To get full credit for relationship/partnership status, respondents needed to include something that a person in a committed same-sex couple could use, such as “partnered.” (Many agencies have no intake forms; adjustments for this factor may have been included within a judge’s discretionary 15 points [see below].)

- “If you had a gay/bisexual/transgender male crime survivor (hate crime/sexual assault/domestic violence) who wanted to connect with other survivors (in-person support services, internet listservs, etc.) where would you send him?” (1-5 points)
This open-ended question was posed partly to make sure FORGE had not overlooked any options for male survivors, since such peer group services seem to be very limited in Milwaukee. The answer also gave a hint as to whether the respondent had worked much with GBT men and knew that the “usual referrals” wouldn’t work for them. The agency that answered they would send such a man to an HIV agency (and no other) received no points.

- A set of questions assessed how much LGBT cultural competency training an agency or professional has had, and whether volunteers or members of their Board of Directors (which is usually responsible for setting an agency’s policies and priorities) were also trained. The first question asked whether none, some, many, most or all of the agency’s staff, volunteers, and board members had been trained on LGBT issues in the past 12 months. Points were 1-5 for staff and 1-2 for a combination of volunteers and Board members. The second set of questions mirrored the first, except it assessed ongoing (1 or more trainings per year) LGBT cultural competency training. Because ongoing training is more effective than one-time training, these answers were worth up to 10 points for staff and 3 points for volunteers/Board members. Total potential points: 20

- The final scored question asked whether the agency would be interested in cultural competency training on LGBT sexual violence, domestic violence, and hate crimes. Those who indicated “yes” got 5 points. An openness to continued learning is essential to becoming and remaining culturally competent. (Very few agencies indicated they had no interest in such training.)

It quickly became clear as FORGE reviewed the survey answers that which agency staffer answered a survey had an effect on the agency’s score. For instance, one survey was answered by a new employee who reported that agency had had no LGBT training in the past year. We knew this was incorrect, since FORGE had itself conducted a training at their agency! There were also surveys where respondents seemed to have forgotten to include an important LGBT partner or symbol (like a big rainbow flag hung on the outside of the building) that FORGE knew of. We also had asked questions that might point to LGBT cultural competency but that we didn’t feel everyone should be scored on, such as: percentage of staff who are out LGBTs (if the agency was large and said none of its staff was LGBT, we felt the place probably wasn’t safe to be out in), and percentage of clients served by gender (if the agency served almost no men, it was likely they were not culturally competent in working with GBT men, but may only be focused on working well with female clients). To adjust scores to account for these more amorphous issues, judges had up to 15 discretionary points they could award each agency, making the total available points 100.

FORGE makes no claim that the questions we asked and how we scored them are comprehensive, accurate, or “scientific.” However, we carefully selected questions and a scoring methodology that was in-line with current research on cultural competency. The questions we asked are very subjective, and may even be irrelevant when an individual lesbian is facing a particular staffer, who may harbor views quite different from what the rest of her agency espouses. Even with these weaknesses, however, we think the grading scale may be useful to LGBT crime victims who are
in the fortunate position of having a choice of agencies from which to seek help. We also hope that publication of these ratings will provide an incentive for agencies and professionals to acquire more training on LGBT issues and institute more policies and procedures designed to respectfully and appropriately serve their LGBT clients.

**Resources:**
Cultural Competence Websites (on many cultures, including LGBT), on website of New York City Department of Health and Mental Hygiene

Culturally Competent Care for GLBT People: Recommendations for Health Care Providers, by King County (Washington)


LGBT Victims of Domestic Violence in Legal Services (PowerPoint presentation for the American Bar Association) http://www.abanet.org/domviol/webinars/Screening_for_LGBT_Victims_of_Domstic_Violence.ppt

"If we are to achieve a richer culture, rich in contrasting values, we must recognize the whole gamut of human potentialities, and so weave a less arbitrary social fabric, one in which each diverse human gift will find a fitting place.

~ Margaret Mead"
The Cathedral Center provides emergency shelter and case management services for women and families who are homeless or experiencing a housing crisis. Families served include single mothers or fathers, as well as married couples with their children. The Center also coordinates referrals to the permanent housing project run in collaboration with the Guest House of Milwaukee – for single women and families with a disabling condition. During the winter months, from December to March, CCI provides emergency warm room space for single women – even when our regular shelter is full. The shelter program is open 365 days per year, serving up to 32 single women and 8 families per day. We also offer day program services, mental health assessment and advocacy, basic health and engagement services to assist women and families with achieving established goals for independence.

Other services: Our services target women and families who are homeless. Because we are a short-term, emergency shelter, we do not have programming specific to LGBT victims of crime, but do serve the LGBT community, specifically lesbians and bi-sexuals for shelter needs.

Genders served: Services not available to men or FTMs.
Hours: M-F 8:00am - 5:00pm. Shelter operates in the evenings. Clients come in between 5:00 - 7:00pm and leave out at 10:00 a.m weekdays or 12:00 p.m. weekends. Services by appointment and drop in.
Cost: Free.
Geographic limitations? No.
Time limitations? Provide short-term shelter and services. Refer to appropriate agencies for clinical services as needed.
Ages served: All ages.
Additional languages: Spanish on a limited basis.
Bathrooms: both gendered and unisex bathrooms are available.
Center Against Sexual and Domestic Abuse, Inc.
CASDA
Erika Leif
2231 Catlin Ave.
Superior, WI 54880
715.392.3136
www.casda.org

CASDA provides supportive services to individuals hurt by domestic violence, sexual assault or child abuse. Services include: emergency shelter, toll-free helpline, children’s programing, legal services, support and advocacy for sexual assault and domestic violence victims, volunteer opportunities, public education.

Genders served: Group support, case management, short term group shelter NOT available to men or FTMs.

Hours: Toll-free helpline 24hrs/day/365 days/year; general office hours M-F 8-4. Services by appointment and drop in.

Cost: All advocacy services and emergency shelter is free. There is a fee for legal representation.

Geographic limitations? Douglas, Bayfiled and Ashland Counties for legal services but will serve from any location for advocacy.

Time limitations? Emergency Shelter- 30 day program. Advocacy/Support- varies depending on need.

Ages served: All ages.

Additional languages: Interpreters will be contacted if there is a need.

Bathrooms: gendered (male / female)
Columbia-St. Mary's
Cathedral Square Urgent Care
734 N. Jackson St.
Milwaukee, WI  53202
414.277.6501
www.columbia-stmarys.org

Urgent Care: walk-in services for minor illnesses and injuries. We do have x-ray and lab services. We do NOT do routine screening for STDs, and we do not provide any free services. Self-pay patients have to pay a $50 deposit to be seen and may be offered discounts. We have a full-time PT department also.

Genders served: Services open to all.
Hours: Mon-Fri 7am-9pm and Sat/Sun 8am-4pm. Appointments by drop in.
Cost: Self-pay patients are required to make a payment of at least $50 at registration. A 40% discount for self-pay patients if entire bill is paid at time of service. If unable to pay at time of service but can pay within 30 days, there is a 20% discount for self-pay patients. No free services.
Geographic limitations? None.
Time limitations? Short-term services only in Urgent Care. We are not a primary care clinic and we do not do routine screening for sexually transmitted diseases. We refer patients for STD screening to the free clinic. We do have physical therapy that can be on-going.
Ages served: All ages served.
Additional languages: We have a telephone translation service that can provide up to 200 different languages.
Bathrooms: unisex (single stalls and/or family bathrooms)
CORE/El Centro
611 W. National Avenue, Suite 409
Milwaukee, WI 53204
414.384.2673
www.core-elcentro.org

CORE/El Centro, located on the near Southside of Milwaukee, is a social-profit, bilingual, natural healing center which embraces all people and has a passion for serving those of low income. Our purpose is to make healing services accessible, to build community, and to inspire to wholeness all who desire the healing capacities of natural therapies. As a non-profit, we are dedicated to accomplishing this by offering natural healing practices and wholistic exercises that integrate body, mind and spirit and by creating an environment that nurtures self-healing and community well-being. Our services include: massage, chinese medicine, energy work & wholistic exercise classes.

Genders served: Group support NOT available to men, FTMs, or genderfluid people.

Hours: Mon 9-8pm; Tues 9-5pm; Wed & Thurs 9-8pm; Fri 9-5pm; Sat 9-1pm. Services available by appointment.

Cost: 95% sliding scale.

Geographic limitations? No.

Time limitations? Can be both according to medical condition.

Ages served: All ages.

Additional languages: Spanish.

Bathrooms: gendered (male / female)
Daystar, Inc.
P.O. Box 2130
DV shelter in 53204 Area
Milwaukee, WI 53208
414.385.0334
www.daystarinc.org

Daystar is a transitional shelter for adult women victims of domestic violence. Through offering shelter (a place women call home), support groups, evening seminars, case management and advocacy for needed physical, psychological, dental, and job search assistance the women begin to enhance their self esteem, believe in themselves and become financially independent. Computers are on site. Women may stay at Daystar for up to two years.

Genders served: Services not available to men or transgender people.

Hours: 8 am - 5 pm Mon – Fri. Services by appointment.

Cost: N/A.

Geographic limitations? Greater Milwaukee Area and Southeast Wisconsin.

Time limitations? Transitional shelter for up to 2 years. Advocacy and support groups and case management are provided for residents.

Ages served: Ages 18 and older.

Additional languages: Translators available for Spanish, Hmong, and others as needed.

Bathrooms: unisex (single stalls and/or family bathrooms)
We offer a 24-hour Help/Crisis line (608-251-4445) staffed by trained volunteers and staff that provides callers with support information, referrals to other community agencies, and safety planning. The DAIS Safe House provides shelter for female survivors and their children, including information and support, case management, referrals to community agencies, and resources for children. The DAIS Legal Program helps domestic violence survivors understand the court system, file for restraining orders, navigate legal procedures, and obtain legal representation. The DAIS Children’s Program helps children from violent homes process their feelings and experiences through age-appropriate play and creative activities. Crisis Response Advocates meet with domestic violence survivors in safe, confidential locations across Dane County, to provide face-to-face emergency safety planning, support, and referrals to other community resources. Our weekly Support Group helps members of the community decrease their isolation, increase their safety, and connect with other DAIS services and community resources. The SAAV Program offers foster care for pets of domestic violence survivors while they are seeking safety.

Genders served: Group support, short term group shelter NOT available to men, FTM’s, or gender fluid people.

Hours: 24-hour crisis line. Services by appointment and drop in.

Cost: All services are free of charge.

Geographic limitations? Dane County residents.

Time limitations? Only with our shelter stays which are limited to 30 days.

Ages served: All ages.

Additional languages: We have 4 staff members who are bilingual Spanish and we use a language line for all other interpretation needs.

Bathrooms: unisex (single stalls and/or family bathrooms)
Common Reactions to Crime

Being the victim of a crime – particularly when the crime involves violence or threats of violence – can be traumatic. The American Psychiatric Association says a person has experienced a trauma if he or she: “experienced, witnessed, or was confronted with an event or events that involved actual or threatened death or serious injury, or a threat to the physical integrity of self or others [and] the person's response involved intense fear, helplessness, or horror.”

Traumatic crimes aren’t “over” when the abuse stops and the perpetrator leaves. They aren’t even “over” when any physical injuries heal. Trauma leaves long-lasting, perhaps even permanent, changes in the brain. A recent study publicized by the American Psychological Association showed that healthy adults who were within 1.5 miles of the World Trade Center’s destruction on September 11, 2001, reacted more strongly to pictures of fearful faces several years after 9/11, compared to other New Yorkers who were living at least 200 miles away on 9/11. The near-neighbors’ brains literally reacted more intensely, as measured by functional magnetic resonance imaging (fMRI), compared to those who were less likely to have felt personally and/or physically threatened by the catastrophe.

Given the fact that even a one-time trauma has the power to alter our brains, it should be no surprise that crime victims can experience a wide range of emotions and reactions. One study found that more than 50% of violent crime victims reported moderate to extreme levels of distress. Common initial reactions include shock, denial, numbness, disorientation, and feeling disconnected from life. Later on, the survivor’s dominant responses may include anger, fear, irritability, hostility, anxiousness, nervousness, depression, grief, frustration, inability to concentrate or make decisions, confusion, guilt (particularly if someone else was victimized at the same time), and sleep and eating disruptions. Survivors’ “peak reaction” (period of strongest reactions or symptoms) may be shortly after the assault, or months or even years later.

Shame and self-blame are common responses, especially for victims of sexual assault and domestic violence. Part of what makes a crime “traumatizing” is that the victim is not in control: the perpetrator is the one determining what’s happening. Paradoxically, humans so strongly need to feel that we can control what happens to us that victims may unconsciously prefer to blame themselves (which means they believe they *could* have controlled the situation if they hadn’t made a mistake or if they had behaved differently) than admit that they had no control over what happened to them. Unfortunately, this “blame the victim” way of thinking is common among those who weren’t victimized, as well. People around the victim oftentimes would also rather believe the victim did something wrong (something that they would never do) than admit that something devastating could happen to them, too.
Trauma survivors often have cognitive and belief struggles, as well. If a person thought the world was a just place where bad people are punished and good people are rewarded, or that a higher power protects those who believe in it, or that he or she was a good judge of people’s characters, becoming the victim of a violent crime can literally shatter her or his world. As a result, both existential and mundane worries may consume the survivor: Who can be trusted? Why am I here? Is there a God? Is it safe to leave the house? What if someone doesn’t believe what happened to me? Not surprisingly, many trauma survivors withdraw from loved ones and friends, or find themselves engaging in many more arguments.

Most trauma survivors gradually put their worlds and emotions back together again, although they may see and do things differently than they did before the violence occurred. Some, however, develop Post-Traumatic Stress Disorder (PTSD). The American Psychiatric Association’s criteria for PTSD is if you persistently -- for at least a month -- experience even one of the following and the disturbance causes clinically significant distress or impairment in social, occupational, or other important areas of functioning:

- Recurrent and intrusive distressing recollections of the event;
- Recurrent distressing dreams of the event;
- Acting or feeling as if the traumatic event were recurring (even if those feelings occur while intoxicated or just waking up);
- Intense psychological distress at exposure to internal or external cues that symbolize or resemble an aspect of the traumatic event;
- Physiological reactivity (hypervigilance) to things that symbolize or resemble an aspect of the traumatic event;
- Persistent avoidance of stimuli associated with the trauma and numbing of general responsiveness (not present before the trauma), as indicated by three or more of the following:
  1. Efforts to avoid thoughts, feelings, or conversations associated with the trauma
  2. Efforts to avoid activities, places, or people that arouse recollections of the trauma
  3. Inability to recall an important aspect of the trauma
  4. Markedly diminished interest or participation in significant activities
  5. Feeling of detachment or estrangement from others
  6. Restricted range of affect (e.g., unable to have loving feelings)
  7. Sense of a foreshortened future (e.g., does not expect to have a career, a partner, or a normal life span)
- Persistent symptoms of increased arousal (not present before the trauma), as indicated by two (or more) of the following:
  1. Difficulty falling or staying asleep
  2. Irritability or outbursts of anger
  3. Difficulty concentrating
4. Hypervigilance
5. Exaggerated startle response

Many crime victims benefit from support groups, working with a therapist, and even some prescription medications. Certainly those with PTSD should consider getting help, as many types of therapy, including psychological, body work (e.g., massage or energywork), peer support, and pharmacological have been proven to help reduce the post-trauma symptoms that can make life even harder.

The American Psychological Association news release on the long-term effects of living near 9/11’s ground zero is available at http://www.aspa.org/releases/brain_function.html

For more on the typical reactions of crime survivors, see: “Psychological Trauma of Crime Victimization,” by the National Organization for Victim Assistance, available at http://www.trynova.org/victiminfo/readings/PsychologicalTraumaofCrime.pdf (WARNING: This article contains details of traumas and so may be upsetting to some survivors.)


For more on Post-Traumatic Stress Disorder, see http://www.mental-health-today.com/ptsd/dsm.htm

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**Quote**

Painful as it may be, a significant emotional event can be the catalyst for choosing a direction that serves us—and those around us—more effectively. Look for the learning. ~ Louisa May Alcott
Elmbrook Family Counseling Center LLP
12690 W. North Ave.
Brookfield, WI 53005
262.785.9188
www.elmbrookfamilycounselingcenter.com

Full range of outpatient mental health services for all ages including assessment and treatment by psychiatrists, psychologists and psychotherapists. Specialized services including couples therapy, women's groups, post-partum disorders treatment, EMDR, hypnosis, treatment of trauma, and treatment of most anxiety and depression disorders.

**Genders served:** Group support NOT available to men or transgender people.

**Hours:** Monday through Thursday 9:00AM-8:00PM: Friday 9:00AM-3:00PM. Services by appointment.

**Cost:** Varies by profession and service. No sliding scale. Insurance covers most services.

**Geographic limitations?** No.

**Time limitations?** No time limits.

**Ages served:** All ages.

**Additional languages:** English only.

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**Remember!**

All feelings are valid.
Here is a general overview of my massage style: I may use a variety of approaches, such as neuromuscular or connective tissue techniques. I include a fabulous face, neck, abdominal and foot massage to work the energy points that restore balance. The intensity of my touch varies depending on your needs, but remains effective and healing. Through my listening presence, I can work creatively and intuitively on problem areas. You can also have a complete relaxing body massage experience. Generally, I aim for a whole body experience that touches you at many levels. The full body massage, including the face and abdomen one hour/ $75. Another option is to customize your massage experience by selecting any combination that suits you: A) Abdominal, head/neck and foot reflexology (45 minutes, $50). B) Back massage, including posterior legs, the gluteus muscles and shoulder joints; (45 minutes, $50). C) Circulation of energy: massage to the arms and legs, including stretching (20 minutes, $25 when combined). Please create your own experience by combining any two or all three sequences. Thai yoga bodywork $100. This type of massage is done on a floor mat. Sitting on the floor face to face can help remove mental barriers and facilitate opening to each other. This will be followed by touching the areas that need healing. I will take you through a series of stretches combined with breathing. Through compression and acupressure strokes, the energy lines called 'sen' meridians are stimulated. This massage also includes a series of joint range of motion and stretches, which can result in improving flexibility and opening the energy flow throughout the body.

Genders served: Services open to all.
Hours: Services by appointment.
Cost: $75.
Geographic limitations? No.
Time limitations? No time limit.
Ages served: All adults.
Additional languages: English only.
Bathrooms: unisex (single stalls and/or family bathrooms)
FORGE provides a wide range of diverse services, driven by the stated needs of the people we serve. We host one-time events (such as trauma treatment modalities, film nights, speakers) and ongoing groups and workshops led by trauma-informed facilitators (such as Writing to Heal; Truth and Transformation; Art, Body and Soul; Creative Cluster; and many other groups). In addition to multiple interactive and supportive listserves for survivors, our website hosts a large collection of articles, links, and resources for transgender, lesbian, gay, and bisexual survivors of violence, and for the loved ones and providers who serve LGBT survivors. FORGE is actively connected with LGBT organizations in the Milwaukee area and across the country, as well as being connected with trauma and anti-violence groups across the country. We provide referrals to individuals seeking therapy or other services. We offer training on LGBT cultural competency and transgender sexual assault/domestic violence to service providers who want to learn how to better serve their clients.

Genders served: Services open to all.
Hours: Variable, scheduled groups and trainings, 24/7 internet support. Services by appointment and drop in.
Cost: Almost all of FORGE’s services are free. Some workshops and groups charge a nominal fee to cover material costs. Sliding scale is always an option and no one has ever been turned away due to lack of funds. (No insurance coverage.)
Geographic limitations? None.
Time limitations? No limit.
Ages served: Young adults and older.
Additional languages: English only.
Bathrooms: unisex (single stalls and/or family bathrooms)
Galano Club of Milwaukee
315 W Court St #201
Milwaukee, WI 53212
414.276.6936
www.galanoclub.org


Genders served: Services open to all.
Hours: Every day 7 PM until 9 PM, Sundays 10 AM until noon.
Services available by drop in.
Cost: None.

Geographic limitations? No.
Time limitations? None.
Ages served: All adults.
Additional languages: No.

Quote
As long as you are breathing, there is more right with you than wrong. ~ Jon Kabat-Zinn
Bill Hanel, MSW, LCSW
207 E. Buffalo St. Suite 324
Milwaukee, WI 53202
414.248.3087

Individual, couple and family therapy focusing on a wide range of mental health concerns.

Genders served: Group support NOT available to women, straight men, or transgender people.

Hours: T-F 11 a.m. to 8 p.m. Services by appointment.

Cost: Insurance, EAP, cash/fee for service ($60-75).

Geographic limitations? No.

Time limitations? No specific limit.

Ages served: Young adult and older.

Additional languages: English only.

Did You Know?

1 in 6 boys/men -- gay, bi, straight – have been sexually abused/assaulted.
It’s hard to know what to do after experiencing a traumatic crime. LGBT people, especially, may hesitate to take some steps for many reasons, including fears of encountering homophobia/biphobia/transphobia, being disbelieved, getting outed, being perceived as “weak,” and hurting the LGBT community by exposing the fact we also have abusers and predators. This article briefly discusses some major options, and steps you can take to increase the chances that your reach for help will be successful.

**Reporting to police.** LGBT people seem less likely to file police reports than non-LGBT people because of fears like those listed above and lack of faith that reporting makes a difference. Among the concrete reasons to report:

- To be eligible for crime victims’ compensation, you must report a crime to law enforcement within 5 days.
- If the perpetrator is caught, convicted, and imprisoned, she or he will have far fewer chances to hurt other people, including other LGBT people, and you may feel that justice has been done.

To increase your chances of getting the response you want from law enforcement, consider requesting that a crime victim advocate accompany you when you talk to police. The Milwaukee LGBT Community Center’s Anti-Violence Program (see page 40) and several other agencies marked in this guide with an “A” provide such an advocate.

**Reporting to the Anti-Violence Program.** The Milwaukee LGBT Community Center’s Anti-Violence Program (AVP) is part of the National Coalition of Anti-Violence Programs, which confidentially collects and analyzes data on domestic violence, sexual assault, and hate crimes within the LGBT community. This data (just the numbers, not personal identity information) is compiled and disseminated nationally, and serves as the basis of numerous advocacy efforts to reduce crime against LGBT people and increase the quality of services available to LGBT victims of crime. Even if you don’t want to report your crime to law enforcement, consider reporting it to the Milwaukee LGBT AVP. The process of reporting may help you feel less alone and may help the overall LGBT community better protect itself.

**Health care.** Several Milwaukee-area emergency rooms, crisis health care providers, and sexual assault treatment centers were asked to submit information for this Guide. If you have the choice, consider going to a health care provider who has ranked well in LGBT cultural competency. If possible, bring someone with you who can take notes, ask questions, clarify your choices and their possible consequences, and advocate for you if necessary. This person does not need to be a trained advocate (a level-headed friend or family member is fine), but trained advocates willing to
accompany you to health care providers are identified with “A”s in this Guide. Although early medical care for injuries or to check for internal injuries may even be life-saving, more frequently it prevents medical problems from worsening. Seeing a health care provider can also rule out other problems which may otherwise cause you significant distress, such as pregnancy, sexually-transmitted infections, and HIV. If your only concerns are related to sexually-transmitted infections, consider going to an LGBT-friendly agency such as the Sixteenth Street Community Health Center (see page 61) or STD Specialties Clinic, Inc. (see page 63) for testing.

Emergency shelter. If the person(s) who hurt you knows where you live and/or the crime took place in your home, you may want to consider staying somewhere else for awhile. There are domestic violence shelters that women can consider, but very few Wisconsin domestic violence shelters accept men, and transwomen may find they are not welcome, either. Some shelter programs do provide hotel vouchers or other accommodations for very short periods of time to men and to women they do not have room for. Your best bet may be to ask a friend for couch space.

Compensation. Wisconsin’s Crime Victim Compensation fund reimburses certain crime victims up to $40,000 for medical costs (including mental health counseling), lost wages, and replacement of broken locks or clothing kept for evidence. Note that you must have filed a police report within 5 days of the crime to be eligible. For more details, see page 88.

Legal help. If you know your abuser, you may be able to obtain a court order that warns your abuser that coming near you will be another crime. In Wisconsin, these are called restraining or protective orders, and they are available to people who have lived together or been in a dating relationship, regardless of gender or sexual orientation. Information on obtaining restraining orders in Wisconsin is available at http://www.doj.state.wi.us/cvs/Victims_Rights/restraining_orders.asp. Agencies that can assist you in applying for an order are labeled with an “L”.

Medications. Few violent crime survivors sail through the first weeks and months without major emotional or physical challenges. Many individuals self-medicate with alcohol or drugs. These may not be the best responses, since they may increase your risk of being re-victimized, becoming addicted, or encountering legal problems. Under a competent physician’s care, however, short-term courses of medications to help you sleep (which is critical to physical and emotional recovery), reduce your anxiety or depression, and even help lower incidents of flashbacks or other post-traumatic stress symptoms may be quite helpful. Just remember medication isn’t a cure-all: keep improving your emotional regulation and stress
reduction skills.

**Psychotherapy.** Some of the things a skilled therapist can help you with include: sorting through what you are and aren’t responsible for; addressing any shame or guilt you may feel; improving relationships that are struggling because of post-crime reactions; and improving the quality of your life. Just remember that it may take several attempts to find a therapist who “fits” you. This Guide includes “Finding and Screening a Therapist,” on page 76. Psychotherapists who asked to be listed in our Guide are marked with “T” for therapy. Agencies that offer individual counseling are also marked "T".

**Alternative therapies.** Alternative therapies can include herbal remedies and other over-the-counter healing agents like Bach’s Flower Remedies; massage and other types of bodywork; Reiki and other types of energywork; prayer; and many others. If you have found any of these methods useful in the past, consider using them again. This Guide includes a few alternative therapy practitioners; they are marked with a “B” for bodywork.

**Peer, internet, or group support.** If you are in recovery, returning to or stepping up your visits to AA, NA, or other 12-step groups may help keep you from backsliding during this tough period. If you belong to a religious or spiritual group, try to regularly attend services or meetings, and/or meet with your spiritual counselor. Connecting with other crime victims – in person or via electronics – can be very healing. It can be reassuring to talk to those further along in their healing process (yes, people do heal), and seeing someone else do it may help you counter any of your own self-blaming, guilt, and other self-harming thoughts or habits. Group work can also help you develop alternative ways of seeing what happened, help you put the past into contexts you can more easily live with, and help stave off isolation and depression. Make sure you choose a group that is open to your gender (many domestic violence and sexual assault groups are only open to women) and that has some level of LGBT cultural competency. A number of agencies in this Guide offer support groups, including FORGE; they are marked with a “G” for group support.

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**Quote**

“**Our dreams must be stronger than our memories. We must be pulled by our dreams, rather than pushed by our memories.**”

~ Jesse Jackson

**Genders served:** Group support, short term group shelter NOT available to men; very short term shelter apart from others may be available to men with male abusers.

**Hours:** 24 hours a day. Services by appointment and drop in.

**Cost:** Free except for batterer’s education programming.

**Geographic limitations?** No.

**Time limitations?** Short term shelter but long term services.

**Ages served:** All ages.

**Additional languages:** Spanish, Hmong and we have a deaf interpreter.

**Bathrooms:** gendered (male / female)

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**Quote**

No Pity.
No Silence.
No Shame.

~ Hanne Blank
The Healing Center
611 W. National Ave. 4th Floor
Milwaukee, WI  53204
414.671.4325
www.thehealingcenter.org

An array of comprehensive, holistic services for adult survivors of all types of sexual abuse/assault: a variety of counseling/support groups for women, psychoeducational groups for women and men, individual counseling for survivors who are un/under-insured; access to bodywork, energywork, and movement classes; sexual assault advocacy; community referrals.

Other services: Our support groups are restricted to women; we have successfully integrated MtoF women into group. Our psychoeducational groups are open to men and women. Regarding trans clients we respect client self-identification primarily and engage in discussion and planning/strategizing for successful implementation into group settings where self-identity may be questioned by other group members. For all of our services open, nonjudgmental support is the guideline and norm, so inappropriate comments, responses, etc. would not be tolerated and we make that clear to all clients.

Genders served: Group support NOT available to men, FTMs, or genderfluid people.

Hours: M 9-5; Tu,W,Th 9-6; Fri 9-2. Services by appointment and drop in. Prefer appointment to arrange staff availability.

Cost: free.

Geographic limitations? Most of our clients are from Milwaukee and surrounding counties.

Time limitations? Short or longer term.

Ages served: All adults.

Additional languages: Spanish, Russian.

Bathrooms: unisex (single stalls and/or family bathrooms)
IndependenceFirst offers a comprehensive array of services for people with disabilities. Our domestic violence/sexual assault program works to: eradicate violence against people with disabilities; teach persons with disabilities to identify violent and abusive behaviors in others and how to protect themselves; teach community organizations how to better serve people with disabilities; and advocates for changes in the current systems which address violence. We also offer a transitional housing program for individuals with disabilities who are homeless as a result of domestic violence.

Genders served: Services open to all.

Hours: Monday through Friday 8:00 AM - 4:30 PM. Services by appointment and drop in, except for Domestic Violence Transitional Housing services which requires a domestic violence shelter referral.

Cost: Most of our programs are free, though we do have some that require special funding. Call to inquire.

Geographic limitations? Milwaukee, Ozaukee, Washington and Waukesha Counties only.

Time limitations? Depends on the service. One year limit in the Domestic Violence Transitional Housing program.

Ages served: All ages.

Additional languages: American Sign Language and have staff who speak other languages; will hire interpreters as needed.

Bathrooms: both gendered and unisex bathrooms are available.
Jack Kaufman, DSW, LCSW, LMFT
Midwest Center for Human Services-Milwaukee
817 N. Marshall St
Milwaukee, WI 53202
414.224.0800

General mental health; anxiety, depression, etc. Sexual abuse/trauma, both recent and in past. Relationship issues. Domestic violence - services to victims and perpetrators.

Genders served: Services open to all.
Hours: M-F, 8AM-9PM. Services available by appointment.
Cost: Most insurances accepted, including Medicare & Medicaid. Fees negotiable by each therapist.
Geographic limitations? No.
Time limitations? No.
Ages served: All ages.
Additional languages: No.
Bathrooms: unisex (single stalls and/or family bathrooms)

"The most common way people give up their power is by thinking they don't have any. ~ Alice Walker"
Kids Matter Inc.
1850 N. Martin Luther King Drive, Suite 202
Milwaukee, WI 53212
414.344.1220
www.kidsmatterinc.org

We seek to strengthen the lives of children living with relatives or in foster care and whose young lives have been touched by severe neglect, abuse, violence, or crime. Our services include: in-home caregiver support and education regarding child behavior and adjustment; assessment of need for medical, mental health, education and legal services; trauma symptom assessment, referral and follow-up services; legal advocacy regarding school issues, guardianship and access to health care; crisis and short-term counseling; development of plans to help children feel safe; collaboration with other service providers; and case management as needed. If you filed a police report within 5 days, we can also assist you in applying for victim compensation benefits.

Genders served: Services open to all.
Hours: 8:30 - 5:30, M-F (alternate hours by appointment). Services by appointment and drop in.
Cost: Free.
Geographic limitations? No.
Time limitations? Short-term, with referrals to longer term services as needed.
Ages served: All ages.
Additional languages: We serve Hmong and Spanish speaking clients with a translator on a regular basis. We would do the same for clients who speak other languages.
Bathrooms: gendered (male / female)
Self-Advocacy: A To-Do List

☐ Ask for help. For a while, chances are good you’re not going to be able to run your life as smoothly as you did before the crime. Ask for help with concrete chores or emotionally difficult tasks. Ask people to keep you company while you take care of business. Or ask people to keep you in their thoughts or prayers.

☐ Clarify pros, cons, and consequences. You may find your thinking abilities are somewhat impaired after a crime, so don’t be afraid to ask people to repeat or more clearly state what your choices are and the possible implications of each choice. You may need to remind professionals that you don’t know their system as well as they do. (Having someone with you can be useful – another set of ears and someone to discuss things with before making decisions can be very helpful.)

☐ Make your own decisions. Certainly ask for advice if you need it, but it’s important for crime victims to feel in control again, and making decisions is an important part of feeling in control.

☐ Know your rights. See page 86 in this Guide. Note, however, that although Wisconsin was the first state to legislate a victims’ bill of rights, most of those rights pertain only to your role if and when the criminal justice system finds your perpetrator.

☐ Keep track of your actions. Start a log with the date, time, name, and telephone number of anyone you talk to concerning any aspect of the crime or your case. This log may prove valuable to you in a number of ways, such as reminding you who you talked to and helping you track what remains to be done.

☐ Don’t settle for discriminatory behavior. LGBT people have the same right as non-LGBT people to be treated with respect. Likewise, victims have the same rights as non-victims in accessing services. Complain if someone is discriminatory or disrespectful.

☐ Choose your battles. Recent crime victims have a lot on their plate. Consider letting small problems or irritations slide by, to save energy for the more important issues.

☐ Be persistent. Many of the people you may work with will have huge caseloads. Even the best-intentioned workers may need to be reminded of a task or issue. Remember, you are your best advocate.

☐ Value your emotional health. As a crime victim, you have a lot to deal with. Take care of your emotions. Put yourself first whenever possible.
Say “no.” No is a viable option. Remember you have the right to say “no” to suggestions, recommendations, advice, and even invitations; re-taking control of your life is important.

Say “yes.” Consider saying “yes” to invitations and options. You may not feel ready yet for social banter or “mindless” entertainment, but you might end up enjoying the outing anyway. Since becoming isolated and estranged from people is a serious risk for crime victims, think again before you say no to seeing friends or going to an event.

Remember the basics. The best emotion-regulation and stress-reduction techniques are the most basic ones: Get plenty of rest, eat nutritious foods, and exercise (it improves both mood and the body’s stress-handling mechanisms). Remember to breathe. Remember tomorrow is another day, and people do recover from trauma.

Quote
You’re braver than you believe, and stronger than you seem, and smarter than you think.
~ A.A. Milne
Lac du Flambeau Domestic Abuse and Sexual Assault Program
P.O. Box 67
Lac du Flambeau, WI 54538
715.588.7660

The Lac du Flambeau Domestic Abuse and Sexual Assault Program provides: 24-hour crisis intervention; information and referrals to in-state or out-of-state resources such as domestic abuse, child abuse/neglect, sexual assault and elder abuse programs; emergency shelter, advocacy and support services; emergency transportation for victims and their children; sexual assault service advocacy; legal advocacy; and transitional living for victims and their children choosing to establish alternative living arrangements. We also offer evaluation and monitoring of abusers. Eligibility is determined by staff after reviewing the victim’s needs.

Genders served: Services open to all.
Hours: 24 hours. Services by appointment and drop in.
Cost: NA.
Geographic limitations? No.
Time limitations? 30 day emergency stay.
Ages served: All ages.
Additional languages: English only.
Bathrooms: Both gendered and unisex bathrooms are available.

"To oppose something is to maintain it. ~ Ursula K. Le Guin"
Ms. Luening is a psychotherapist who specializes in gender-related issues and sex therapy and education for individuals and couples of all diverse identities and lifestyles. She has experience in working with the LGBTQ population, especially those children, adolescents and adults experiencing gender or sexual identity/orientation issues. In affiliation with the Milwaukee Transgender Program, she helps individuals and their loved ones through the transition process and follows the Harry S. Benjamin Standards of Care. Ms. Luening also teaches LGBT Studies in the MSW graduate program at Loyola University-Chicago.

**Genders served:** Group support, case management services NOT available to men or heterosexual women.

**Hours:** M-Th. 9:00 a.m. to 9:00 p.m. Services by appointment.

**Cost:** Sliding scale is available based on income.

**Geographic limitations?** No.

**Time limitations?** I offer both short-term and long-term services, depending on the client's needs.

**Ages served:** All ages.

**Additional languages:** English only.

**Bathrooms:** Unisex (single stalls and/or family bathrooms)
Patricia Marchant
Midwest Center For Human Services
817 N. Marshall St.
Milwaukee, WI  53202
414.224.0800


Genders served: Services open to all.
Hours: Monday through Thursdays 8am-6/7pm. Services by appointment.
Cost: $130/hour. Sliding fee scale available for those without insurance. I am in most insurance networks.
Geographic limitations? No.
Time limitations? No time limit--very flexible and will co-create a treatment plan.
Ages served: Young adults and older.
Additional languages: English only.
Bathrooms: unisex (single stalls and/or family bathrooms)

So far as I can see, nothing good in the world has ever been done by well-rounded people. The good work is done by people with jagged, broken edges, because those edges cut things and leave an imprint, a design.
~ Harry Crew
Milwaukee Health Services, Inc.
2555 N. Martin Luther King Drive
Milwaukee, WI 53212
414.372.8080
www.mhsi.org

MHSI operates two full service community health centers: Martin Luther King and Isaac Coggs Community Health Centers (MLK at 2555 N. MLK Dr.; Isaac Coggs at 8200 W. Silver Spring Dr., 53218); slightly different services are available at each of these sites.

Patient Services: Pediatrics, Family and Internal Medicine, Ob/Gyn & Women's Health-- all of which include urgent care services; Behavioral Health/Psychiatric, Dental, Early Intervention & Prevention (EIP) for HIV and AIDS, Pharmacy, Radiology, Women Infant & Children. GLBT patients may access any and all of these services; several departments offer specific services for GLBTers, including hormonal transitioning. Testing available for sexually transmitted infections and pregnancy.

Genders served: Services open to all.
Hours: M-F, 7am til 9pm; Saturday, 1-5pm. Services by appointment and walk-in.
Cost: Sliding scale. Accept all insurances, including BadgerCare Plus, BadgerCare Core.
Geographic limitations? No.
Time limitations? None.
Ages served: All ages.
Additional languages: Spanish; other languages through telephone translation services.
Bathrooms: both gendered and unisex bathrooms are available
Milwaukee LGBT Community Center
Anti-Violence Project
315 W. Court St., Ste. 101
Milwaukee, WI 53212
414.271.2656
www.mkelgbt.org

The Anti-Violence Project provides crisis intervention counseling, advocacy, information and resource referrals, and can be a liaison to emergency medical services, law enforcement, courthouse, and other resources. The AVP serves LGBTQ individuals and their allies who have experienced violence. This includes but is not limited to: Domestic Violence, Intimate Partner Violence, Dating Violence, Sexual Violence, experiences of bias, and hate crimes.

Genders served: Services open to all.
Hours: Monday-Saturday (varied/flexible hours). Services by appointment and drop in.
Cost: Free Services
Geographic limitations? Serve the greater Milwaukee area directly, and others outside of Milwaukee on case by case basis to meet needs.
Time limitations? No time limit.
Ages served: All adults.
Additional languages: English only.
Bathrooms: Unisex (single stalls and/or family bathrooms)

DID YOU KNOW?
51% of LGBT hate crimes victims are people of color.
Milwaukee MCC
Rev. Wendy R. Woodruff
P.O. Box 1421
Milwaukee, WI 53201
414.383.1100
www.milmcc.org

Milwaukee Metropolitan Community Church (MMCC) is a progressive Christian Church rooted in diversity and inclusivity. Founded in the LGBTQ community, and as a place of reconciliation, healing, and hope, we have a special outreach to those who thought God didn't love them. Milwaukee MCC, like all MCCs, moves in the mainstream of Christianity. We accept all people, respect other religious traditions, and affirm the variety, depth, and richness of human experience in the search for meaning. We do not mandate personal beliefs nor prescribe individual religious practices. All people -- gay, lesbian, bisexual, transgender, and heterosexual; of every racial and ethnic background; and from all religious traditions -- are invited to new life through the liberating Gospel of Jesus Christ at Milwaukee MCC. If you are looking for a place to heal your heart, grow in faith, and have fun doing that with a great bunch of people, Milwaukee MCC is for you! If you're looking for a community in which to be creative, share love, and be loved, Milwaukee MCC is the place for you! If you're looking for a God who loves you, just as you are, Milwaukee MCC is the place where you can find that God! Our Mission Statement: Minister God's Will, Magnify God's Dominion, Celebrate God's Love, Cherish God's People. Come visit with us; stay and grow with us!

Genders served: Services open to all.
Hours: Sunday, 11:00am, or by appointment. Services by appointment and drop in.
Cost: As a religious organization, we do not charge to reach out to those in need.
Geographic limitations? No.
Time limitations? We hope that people come visit with us and stay to grow with us.
Ages served: All ages.
Additional languages: English only.
Bathrooms: unisex (single stalls and/or family bathrooms)
Supporting Someone Who Has Been Victimized

Most crime survivors turn primarily to friends, family, and co-workers for help and support. This is both good – that’s what friends and family are for – and bad: not only are friends, family, and co-workers usually untrained in how to support crime victims, but they are often feeling upset about the crime, too.

Nevertheless, it is critical that those around a trauma survivor not walk away or disappear. Being the victim of violence can really shake up a person’s confidence and belief that this is an o.k. world to be in. “Social support” has been identified in numerous studies as being important to a crime victim’s well-being: the less social support a person has, the more likely she or he is to develop more severe and/or long-term problems as a result of being traumatized. It is critical to remember that although we may not have the power to prevent terrible things from happening, it is in our power to ensure that those who experience them feel cared for and loved.

Many people don’t want to approach someone who’s been recently victimized or traumatized because they “don’t know what to say.” Don’t let that stop you! Start with, “I’m sorry that happened to you” and then make a suggestion you’re comfortable with. You could ask if they want to talk about what happened, you can ask if they’d like to come with you to an event, or you can ask if it would be helpful for you to make them dinner, accompany them to a doctor’s visit, or run an errand for them. It’s ok to ask if “there’s anything I can do,” but many survivors, particularly shortly after the trauma, aren’t able to identify what they need help with. It may be more useful if you suggest something. For many people who have been severely traumatized, taking care of the day-to-day business of living is tough. They may be willing to accept help organizing and paying bills, catching up on laundry, returning phone calls, or going to the grocery store. But don’t overdo! One of the hallmarks of a trauma is that control was taken away from the victim; it’s therefore critical that in everything you do for or with the victim, you allow him or her to make as many of the decisions as possible. Allowing victims to set limits (that are then honored) and make decisions (that are then carried out) helps them feel safe and allows them to begin to rebuild a sense of how they can operate in the world. Doing so much that they feel incompetent or permanently damaged, on the other hand, doesn’t help.

Make sure you never suggest the victim could have avoided the violence, even if you’re convinced that she or he made one (or several) bad decisions. It is human nature to want to believe bad things can’t happen to us, and one of the primary ways we do that is by identifying what a victim “did wrong” and assuring ourselves that we would never make the same mistake. If you can’t keep victim-blaming musings to yourself, talk about them with someone other than the victim. Many victims will be dealing with shame, guilt, and self-blame already, and hearing more of it from others will not be helpful. Instead, remind the victim (and yourself) that it was the perpetrator’s decision to attack, not theirs.

Listen as much as you can. The victim may want to tell the story of what happened over and over again, for months (or even longer). It is part of the healing process for many survivors to keep re-telling the story until it gradually becomes less painful. On the other hand, if listening upsets you too much, tell the survivor that and help him or her identify someone who can listen. Saying “no” can even be useful: the survivor may be reassured that you can and will take care of yourself, that they...
cannot lean so heavily on you that you will crumble. Conversely, some people cope by not thinking or talking about what happened to them; respect that choice, too.

Recruit your own support. Violence affects a whole community, not just the person who was physically, or emotionally, harmed. Someone who witnesses another’s victimization (even just by being told about it) is often called a secondary survivor. Secondary survivors may experience all the same emotional and physical problems and existential questioning that direct survivors do, yet they seldom get support and attention from either professionals or friends and family. Secondary survivors may not even realize that they are having reactions to what happened. Know that you were affected, too, and find someone other than the victim to support you. Keep in mind that the best stress-reduction measures involve tending to the basics of life: eat nutritiously, get enough rest, and exercise.

Gently help the survivor stay connected. Many violence survivors isolate themselves. Not only are they preoccupied with their own emotions and concerns, but they may feel “dirty” or too exposed to others when they’re in public, particularly if they think people are judging them. It’s not uncommon for survivors to not only turn down social invitations, but also not answer the phone or return calls. Be persistent. Email “I’m thinking of you” notes or even mail old-fashioned postcards. If the survivor doesn’t seem to be crawling out of their cave after some time, offer to accompany him or her to a safe trauma-related group like a FORGE’s Writing to Heal or Truth and Transformation workshop, where she or he can begin to connect with other people who understand and will offer support (for both of you).

Practice restraint. Lots of people don’t appreciate unasked-for-advice in the best of times, and this will not be the survivor’s best time. Questions that help the survivor function and make time-sensitive decisions – “When was the last time you ate today?” or “Have you thought about reporting this to the police?” – may be helpful, but asking for details about the crime(s) probably won’t be. Remember that while there isn’t anything you can say or do that will take away the pain, listening to and just being present with a survivor is extremely important. It shows them there are still good people in the world who care about them and still want to be around them, even when they are in an emotionally sensitive state. For a survivor of violence, that is a gift beyond measure.

For more on supporting survivors, see:


“Supporting the Survivor: A guide to understanding the impact of violent trauma on your loved ones and how you can help them,” by Witness Justice. Available at: http://www.witnessjustice.org/health/supporting_survivor.pdf
New Day Shelter
P.O. Box 88
Ashland, WI 54806
715.682.9566
http://fp1.centurytel.net/newdayshelter

24-hour emergency assistance to victims of domestic violence and sexual assault, temporary food and housing, 24-hour toll-free crisis line, therapeutic counseling for uninsured or underinsured clients, support groups for women and children, individual support provided by advocates, legal advocacy, Judicare, Crime Victim Compensation application assistance, assistance with restraining orders, information and referral, community education, emergency transportation, culturally sensitive Native American services, rural outreach.

Genders served: Group support and group shelter NOT available to men or transgender people; men can get referred to short term shelter apart from other survivors.

Hours: 24/7. Services by appointment and drop in.

Cost: Free and confidential.

Geographic limitations? Ashland and Bayfield Counties primarily.

Time limitations? Shelter stay is generally 30 days; other services are long term according to individual client need.

Ages served: All ages.

Additional languages: Spanish.

Bathrooms: unisex (single stalls and/or family bathrooms)
New Horizons
1223 Main St
La Crosse, WI 54601
608.791.2610
www.nhagainstabuse.org


**Genders served:** Group support and case management NOT available to transgender people. Group shelter NOT available to men, FTMs, genderfluid people.

**Hours:** Shelter 24/7. Other services M-F 9am-4pm. Services by appointment and drop in.

**Cost:** Free.

**Geographic limitations?** No.

**Time limitations?** No.

**Ages served:** All ages.

**Additional languages:** Spanish, Hmong.

**Bathrooms:** unisex (single stalls and/or family bathrooms)

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**REMEMBER!**

You have a right to be safe from physical, emotional, sexual, and spiritual violence.
Pathfinders
2038 N. Bartlett Ave.
Milwaukee, Wisconsin 53202-1059
414.271.2565
www.pathfindersmke.org

Pathfinders is a non-profit organization serving youth, age 25 and under, and their families in Greater Milwaukee confronted by crisis or trauma, particularly homelessness and sexual assault. Pathfinders provides temporary shelter, counseling programs for victims of sexual violence, services for youth with sexual acting out problems, family counseling and prevention education.

Genders served: Services open to all.
Hours: M-TH-9a-9p; F-9a-5p. Services by appointment and drop in. (We can see people who walk in if there is someone available.)
Cost: Sliding fee scale based on income and the number of people supported by that income. We accept Title 19, including United Behavioral Health, Abri and Cenpatico (Title 19 PPOs), Medicare, and private insurance.
Geographic limitations? No.
Time limitations? We offer short term crisis counseling; customarily up to 10 sessions.
Ages served: Youth through age 25.
Additional languages: We can arrange for language interpreters but do not have a unlimited capacity to do so.
Bathrooms: unisex (single stalls and/or family bathrooms)
People Against a Violent Environment (PAVE)
PO Box 561
Beaver Dam, WI  53916
920.887.3810
www.peopleagainstaviolentenvironment.com

PAVE provides services to those affected by domestic violence and/or sexual assault. Our services include, but are not limited to: 24 bed shelter, 24 hour crisis line, legal advocacy, sexual assault victim advocacy, emergency transportation, children’s services, primary prevention/outreach/education, training and technical assistance.

Genders served: Group support, group shelter NOT available to men; very short term shelter apart from others may be available to men.

Hours: 24 hours a day, 365 days a year. Services by appointment and drop in. Crisis services available drop in, special services by appointment.

Cost: All services are free and confidential.

Geographic limitations? Dodge County, WI (shelter for Jefferson County, WI).

Time limitations? Depends on the service - shelter is typically short term, support services have no limit.

Ages served: All ages.

Additional languages: Spanish - limited availability.

Bathrooms: unisex (single stalls and/or family bathrooms)
People Against Domestic and Sexual Abuse
PO Box 395
Jefferson, WI 53549
920.674.6748
www.padajc.org

Our mission is to provide advocacy and options to victims of domestic and sexual abuse, educate the community, and utilize coordinated community efforts to end domestic and sexual abuse.

We offer short term services as filing Restraining Orders, Safety Plans, Housing Information, and work with other agencies in Jefferson County to provide our clients the help they need. Group sessions for Sexual Assault Victims and Domestic Abuse Victims will both begin in Fall, 2009.

Genders served: Group support, short term group shelter NOT available to men or transpeople (any vector).

Hours: Business Hours: M-F 8:00-5:00, 24 hr Crisis Line. Services by appointment and drop in.

Cost: Free services.

Accessibility limitations? Second floor, no elevator in building.

Time limitations? Varies by service.

Ages served: Young adult and older.

Additional languages: Spanish.

Bathrooms: unisex (single stalls and/or family bathrooms)

REMEMBER!

Seeking help is a sign of strength.
Racine County District Attorney's Victim Witness Assistance Program
730 Wisconsin Avenue
Racine, WI 53403
262.636.3858

Assist victims and witnesses with their victimization and as they go through the criminal court process.

**Genders served:** Services open to all.
**Hours:** M - F 8 am - 12 noon and 1 pm - 5 pm. Services by appointment and drop in.
**Cost:** None.
**Geographic limitations?** Crime must have happened in Racine County.
**Time limitations?** No.
**Ages served:** All ages.
**Additional languages:** Must have prior notice for non-English speaking persons.
**Bathrooms:** gendered (male / female)

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**Quote**

“Words seemed to make it visible. But, speaking, even when it embarrassed me, also slowly freed me from the shame I felt. The more I struggled to speak, the less power the rape, and its aftermath, seemed to have over me.”

~ Nancy Raine
There are some very widespread myths about domestic violence. One is that it only happens to women, and it is always inflicted by men. This myth is part of the reason why the LGBT community has so much difficulty recognizing and responding to the domestic violence in our midst: in our community, many partner abusers are women, and many partner victims are men. In fact, many studies indicate that about 1 in 4 of same-sex relationships experience domestic violence, the same rate as in heterosexual couples.

Because our relationships don’t look like society’s picture of domestic violence -- a patriarchal man controlling his beaten-down wife -- we may not recognize the signs that our partner is trying to control us and that we are in an unhealthy relationship. Here are some of the signs of domestic abuse:

**Your partner:**
- Constantly criticizes you, your abilities, or your looks.
- Behaves in an over-protective manner or becomes extremely jealous.
- Threatens to hurt you, your children, pets, family members, friends, or her- or himself.
- Prevents you from seeing family or friends.
- Gets suddenly angry or “loses her/his temper.”
- Denies you access to couple assets like bank accounts, credit cards, or the car, or controls finances and forces you to account for everything you spend.
- Uses intimidation to control you or your children.
- Hits, punches, slaps, kicks, shoves, chokes, or bites you.
- Prevents you from going where you want to and with whomever you want to go with.
- Humiliates or embarrasses you in front of others.
- Makes you have sex when you don’t want to or engage in sexual activity that you don’t want to.

**You:**
- Are frightened of, or feel responsible for, your partner’s temper or behavior.
- Are compliant because you are afraid of being punished by your partner.
- Make decisions according to what your partner wants or how s/he will react.
- Censor your reactions or opinions out of fear of hurting your partner’s feelings or causing conflict.
- Have been kicked, hit, shoved, or had things thrown at you or around you.
- Have been called names, degraded or humiliated privately or publicly.
- Are unjustly accused of violating agreements about sexual activity with others.
- Are blamed for things that are not your fault.
- Have been prevented from getting/maintaining a job, participating in control of mutual resources, or restricted in your access to your money.
- Have been forced to have sex or been caused pain sexually without your consent.

**Unique LGBT tactics**

Abusers in same-sex relationships or those involving at least one bisexual or transgender person sometimes twist LGBT people’s status as stigmatized gender and sexual minorities into tools with which they try to control their partner. These tactics may include:

- Threatening to “out” you to employers, family, the court, or other people important to you.
- Telling you that it is normal in LGBT and/or S/M relationships to be hurt sexually or to be forced to engage in sexual behaviors you don’t like.
- Telling you no one would believe someone claiming to be the victim of same-sex domestic violence.
- Questioning whether you are a “real” woman, man, bisexual, etc.
- Claiming they know how you should behave or look because they’ve been out longer than you or because they are cisgender (not transgender).
- Blaming their violent behavior on “hormones.”
- Claiming your identity “undermines” or is “disrespectful” of theirs, or that they are more “politically correct” than you are.
- Telling you that you would harm the LGBT community if you exposed what was happening in your relationship.
- Telling you that you would be treated poorly by homophobic or transphobic service providers if you revealed the abuse.

Still not sure if the relationship you’re in is abusive? There are more descriptions of abusive dynamics in LGBT relationships at:

- [http://www.mkelgbt.org/awareness/avp_dvbasics.asp](http://www.mkelgbt.org/awareness/avp_dvbasics.asp)
- [http://www.forge-forward.org/handouts/Trans-SOFFA%20PowerandControl.pdf](http://www.forge-forward.org/handouts/Trans-SOFFA%20PowerandControl.pdf)
Rainbow House Domestic Abuse Services, Inc
P.O. Box 1172
Marinette, WI 54143
715.735.6656
www.rrainbowhouse.com

We believe that no one deserves to be abused. We offer 24 hour crisis line services 1-800-956-6656, emergency shelter for reasons of safety, support group, pantry items, personal and legal advocacy.

Genders served: Services open to all.
Hours: 24/7. Services by appointment and drop in.
Cost: All of our services are free and confidential. We are not a treatment program, we are an emergency shelter for victims of DV in immediate danger. We offer peer support, personal, and legal advocacy.

Geographic limitations? We serve Marinette and Oconto counties in Wisconsin and Menominee, Michigan.

Time limitations? For shelter we have a max 30 day stay; drop in supportive services are available as long as needed.

Ages served: All adults.
Additional languages: English only.
Bathrooms: unisex (single stalls and/or family bathrooms)

Did You Know?

Transgender hate crimes are often more deadly than other forms of hate crimes.
Provide support services for victims (and their families) of sexual assault as they proceed through the criminal justice system.

**Genders served:** Services open to all.

**Hours:** Monday - Friday; 8:00 a.m. - 5:00 p.m. Services available by appointment.

**Cost:** No fee.

**Geographic limitations?** Victims of crime in Milwaukee County.

**Time limitations?** Throughout duration of court case.

**Ages served:** All ages.

**Additional languages:** Translators available.

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**Quote**

The most beautiful people we have known are those who have known defeat, known suffering, known struggle, known loss, and have found their way out of the depths. These people have an appreciation, a sensitivity, and an understanding of life that fills them with compassion, gentleness, and a deep, loving concern. Beautiful people do not just happen.

~ Elizabeth Kubler Ross
Sexual Assault Crisis Center - Fox Valley, Inc.
35 Park Place, Suite 100
Appleton, WI  54914
920.733.8119
www.SACC-foxcities.org

Medical advocacy, accompaniment to SANE exams, legal advocacy, accompany victims to criminal court proceedings. Individual crisis counseling, support groups, prevention education programming to groups and organizations, 24 hour crisis hotline.

**Genders served:** Services open to all.
**Hours:** 9-5 M-Thurs., 9-2 Friday. Services by appointment and drop in. After hours crisis advocacy and hotline.

**Cost:** No fees.

**Geographic limitations?** Residents of Outagamie and Calumet counties.

**Time limitations?** Short term crisis counseling (6-8 sessions), with 10 week support group option upon completion of counseling.

**Ages served:** All ages.

**Additional languages:** Through use of contract interpreters – all.

**Bathrooms:** gendered (male / female)

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**Quote**

Nonviolence is about speaking the whole complicated truth, the truth of our rage, the truth of our longing, the truth of our tears and our laughter, the truth of our smallest fears and our grandest dreams.

~ Pam McAllister
Sexual Assault Services of LSS
1220 Mound Ave, Suite 304
Racine, WI 53404
262.619.1634
www.lsswis.org

We provide support to sexual assault survivors through: 24-hour crisis line (262) 637-7233; hospital response in Racine and Burlington; short and long term counseling; support groups; personal advocacy; legal advocacy. We also provide community awareness and prevention education in Racine County.

Genders served: Services open to all.
Hours: 9-5pm and by appointment. Services by appointment and drop in.
Cost: No cost.
Geographic limitations? No limitations, but we primarily serve clients in Racine County, and, if appropriate, will refer to the nearest Sexual Assault Service Provider if the client is from a different location.
Time limitations? No time limit.
Ages served: All ages.
Additional languages: We have just applied for VAWA money for a Spanish speaking advocate and are waiting to see if we got the grant.
Bathrooms: gendered (male / female)

REMEMBER!
You have a right to receive respectful care and treatment.
Some of the most common reactions to being a victim of violence or crime include withdrawing from people, losing faith and hope, and feeling out of control. FORGE sponsors a constantly-evolving set of services, resources, and events that are designed specifically to help trauma survivors re-connect with others who understand and care, begin restoring meaning and hope to their lives, and start rebuilding their present and future. Our current offerings for survivors and supporters include:

- Peer-to-peer listservs with other LGBTQA survivors around the country;
- Monthly, trauma-informed workshops incorporating creative expression and group discussions to explore new ways of framing past traumatic events and reactions;
- Online resource center (www.forge-forward.org/transviolence/resources.php) with free publications and annotated links to a wide variety of websites; and
- Referrals to LGBT- and trauma-specializing providers.

Survivors (and non-survivors) of any gender or sexual orientation are also welcome to attend FORGE’s non-trauma-focused events.

For more information about FORGE’s services, call 414-559-2123 or email info@forge-forward.org. To sign up for FORGE’s email list to receive regular announcements of events, go to www.forge-forward.org and enter your email address in the “Join our email list” box in the top right-hand corner.
Sexual Assault Treatment Center
960 North 12th Street, Suite 2120
Milwaukee, WI 53233
414.219.5731

Your choice of services include: Crisis intervention and emotional support. Medical assessment and treatment. Forensic exam with evidence collection (within 72-96 hours of the assault). Pregnancy risk assessment, as appropriate. Screening for sexually transmitted infections, as appropriate. Follow-up telephone and in-person contact to provide emotional support, review any test results and assist with counseling referrals. Staff specialist to work directly with people who have special needs and provide referrals, as needed.

Genders served: Services open to all.
Hours: 24/7. Services by drop in.
Cost: Crime Victims Compensation may be available for qualifying individuals.
Geographic limitations? No.
Time limitations? We offer primarily crisis-based services.
Ages served: All ages.
Additional languages: Any/all.
Bathrooms: unisex (single stalls and/or family bathrooms)

"Speak your mind, even if your voice shakes. ~ Maggie Kuhn"
A lot of people believe that domestic violence is caused by a patriarchal man who believes he has a right to control his wife, and who exerts that control through threatened or actual violence. This is sometimes called the “power and control” model.

This belief about domestic violence completely obscures domestic violence in lesbian and gay male couples or when any partner has transcended traditional gender roles (not to mention heterosexual couples in which the woman is the abuser, the man the victim). According to this understanding of domestic violence, in all of these couples, either the victim, the perpetrator, or both are “the wrong gender.” The result? Because they don’t fit the male–abuser/female victim model, all too many same-sex couples, their friends and community, and the professionals who work with them all fail to recognize and address the LGBT domestic violence in their midst. In fact, studies by researchers who focus on all types of domestic violence find that women are generally as abusive to partners as men are, and that domestic violence shows up in lesbian and gay male couples at around the same rate as in heterosexual couples: about 1 in 4 of all couples experience domestic violence. In many cases, both partners use abusive or controlling behaviors.

So if patriarchal beliefs about the rights and roles of men and women aren’t the cause of all domestic violence, what are the causes? The truth is, we’re not sure. The domestic violence field is bitterly divided between those who believe male chauvinism or male privilege is the cause and those who are trying to explore less gender-bound theories. The “real” answer is likely to be that there are many causes of abusive behavior. Just as there are many possible reasons why someone may choose to become a plumber or nurse, there are just as many possible reasons why someone is violent to or controlling of their domestic partner. What follows are some of the primary theories being explored.

**Attachment theory.** This somewhat complex theory has many adherents. Attachment theory says that the way you were parented as a young child influences how you react in adult partnerships, with patterns grouped into four types. “Secure” types tend to have a positive view of themselves and others, and function well in close, intimate relationships. “Dismissing” types have a positive view of themselves and a more negative view of others, and feel intimacy is not necessary or important. “Preoccupied” personality types have a negative view of themselves, in general, and a more positive view of others, and tend to be very dependent in intimate relationships. Finally, “fearful” types have a negative view of both themselves and others, and tend to feel distrustful of or even uncomfortable with intimacy. In couples where the attachment styles differ, one person’s desire to be closer is likely to raise anxiety in the other partner. Likewise, one person’s desire to have more distance may raise anxiety in the partner who desires more closeness. Either or both may resort to violence or other controlling methods to move their partner into a distance they’re more comfortable with.

**Past traumas.** As noted in the article, “Common Reactions to Crime” (see page 18), survivors of trauma may experience long-lasting brain changes that make them highly sensitive and reactive to potential threats. In all of us, the part of our brain that is devoted to keeping us safe reacts far faster than the part of our brain.
that can logically think things through. Faced with a potential threat, the brain’s immediate reaction is to fight, flee, or freeze. Past trauma survivors may have this fight, flee, or freeze reaction to situations that would not feel threatening to someone who was not a trauma survivor.

**Childhood learning.** It is clear that while not every child who witnesses domestic violence will become either an abuser or a victim, those who are raised in violent homes have more of a chance of becoming part of an abusive relationship when they become adults.

**Patterns and lack of options.** Human beings tend to repeat behavior that “works” for them. If violence gets a person what she or he wants, she or he is more likely to use it again. Not knowing ways to regulate one’s feelings and/or resolve conflicts without violence may also contribute to setting up a pattern of violence.

**Brain injury.** Traumatic brain injuries may cause people to become violent. Some people with Alzheimer’s Disease also become violent, suggesting that internal changes in the brain itself may lead to violence. Note: with many returning veterans coming home with traumatic brain injuries, our country may see a rise in domestic violence.

**Humiliation and shame.** If they don’t know other ways of handling their feelings, people who are feeling humiliated or shamed may react with violence. Similarly, people who don’t feel able to control their own feelings may try to control what they think is “causing” their feelings: their partner’s behavior.

**HALT.** Twelve-step programs often talk about HALT, which stands for Hungry, Angry, Lonely, or Tired. Any of these physical conditions can lead to anxiety, frustration, and other emotions that can in turn lead to someone lashing out, verbally and/or physically. Note that at least two of these conditions speak to whether we are meeting our minimum daily survival needs: nutritious food and sufficient rest.

**Resources:**
“Domestic Violence and Attachment Theory: Clinical Applications to Treatment with Perpetrators” by Daniel Jay Sonkin, Ph.D.
http://www.daniel-sonkin.com/sonkin82405.htm

“Summary of Research on Domestic Violence”
http://johnhamel.net/family_v/fam_v_research/fam_v_res_pdf/Summary.DVresearch.doc

A searchable database of 250 studies looking at domestic violence, annotated by year published, number of subjects studied, and whether the study showed more abuse by men or women, or equal abuse rates.
http://www.dvstats.org/
Life Adventure Therapies provides psychotherapy to children through the elderly. We are open and inclusive, working with people experiencing challenges from sexual issues of all kinds: child sexual abuse, sexual assault, coming out. We work with individuals, couples and families - coming together or coming apart. We recognize that psychotherapy can be either an internal adventure/process or can benefit from environmental adventures.

Genders served: Services open to all.
Hours: M-F, available on the weekend. Services by appointment.
Cost: Insurance coverage or based on mutually agreed fee.
Geographic limitations? No.
Time limitations? Open.
Ages served: Young adult and older.
Additional languages: English only.
Bathrooms: unisex (single stalls and/or family bathrooms)

Did You Know?

1 in 2 transgender individuals (MTF, FTM, genderfluid, cross-dressers, and other transgender individuals) will experience sexual assault in their lifetime.
Sixteenth Street Community Health Center
HIV Department
1337 South 16th Street
Milwaukee, WI  53204
414.385.3733
www.sschc.org

The Sixteenth Street Community Health Center offers medical care for adults and children, women's health and OB care, mental health treatment, radiology, lab, physical therapy and social services. The HIV department offers free HIV and STD counseling and testing, prevention services, syringe exchange and medical care for individuals infected with HIV. We also work in collaboration with The Healing Center and the Latino Resource Center to assist victims of sexual and domestic abuse.

Other services: We do not provide pregnancy termination services, only pregnancy prevention. Legal services are provided on site by Legal Action and Legal Aid at monthly sessions.

Genders served: Services open to all.
Hours: Monday-Friday,  8:30-5:00. Services by appointment and drop in.
Cost: Sliding scale.
Geographic limitations? No.
Time limitations? No time limit.
Ages served: Young adult and older.
Additional languages: Spanish.
Bathrooms: both gendered and unisex bathrooms are available
solcare
Dr. Angela Hall
305 W Silver Spring Drive
Glendale WI 53217
414.963.1388
www.solcarewisconsin.com

Chiropractic, acupuncture, homeopathy, low level laser, craniosacral, feldenkrais, labyrinth, massage, yoga, nia.

Genders served: Services open to all.
Hours: Monday through Thursday 8:00am-12:00, and 3:00-6:00pm. Friday and Saturday by appointment. Services by appointment.
Cost: Variable depending on the service: $30.00- $100.00.
Geographic limitations? No.
Time limitations? No.
Ages served: All adults.
Additional languages: English only.
Bathrooms: unisex (single stalls and/or family bathrooms)

Quote
“Do stuff. Be clenched, curious. Not waiting for inspiration’s shove or society’s kiss on your forehead. Pay attention. It’s all about paying attention. Attention is vitality. It connects you with others. It makes you eager. Stay eager.” ~ Susan Sontag
STD Specialties Clinic, Inc
3251 N. Holton Street
Milwaukee, WI 53212
414.264.8800
www.stdspecialties.org

STD diagnosis and treatment. HPV treatments. Syphilis testing. HIV counseling and testing. Hep A and Hep B vaccines.

Genders served: STI medical care services NOT available to women.

Hours: M-W-Th 8am-4pm, Tues 8am-3pm. Services by appointment. Sat morning clinic 9-12 noon for MSM (men who have sex with men) -- walk-in.

Cost: $40 for STD Screen, HIV and Syph testing-free.

Geographic limitations? No.

Time limitations? Short term services.

Ages served: Young adults and older.

Additional languages: English only.

Bathrooms: unisex (single stalls and/or family bathrooms)

Did You Know?

Sexual assaults occur more frequently in LGBT hate crimes than in other forms of hate crimes.
Time-Out Family Abuse Shelter
P.O. Box 406
Ladysmith, WI 54848
715.532.6976
www.timeoutabuseshelter.org

Domestic violence program, sexual assault program, community education, outreach offices, legal and systems advocacy, personal advocacy, support groups, resource and referral, 24-hour crisis line, shelter services, volunteer opportunities.

**Genders served**: Short term group shelter NOT available to men or FTMs.

**Hours**: 24/7. Services by appointment and drop in.

**Cost**: Free.

**Geographic limitations?** No.

**Time limitations?** No time limit.

**Ages served**: All ages.

**Additional languages**: Limited to brochures in Spanish and Hmong.

**Bathrooms**: Unisex (single stalls and/or family bathrooms)

**Did You Know?**

Experiencing violence can have long-term consequences, including substance abuse, depression, suicidal ideation, challenges with sleeping.
Turningpoint
PO Box 304
River Falls WI 54022
715.425.6751 x 0101
www.turningpoint-wi.org

We provide comprehensive services to victims of domestic and sexual assaults. 24 crisis line, shelter, legal and other advocacy, etc.

Genders served: Services open to all.
Hours: 24 hours, 365 days per year. Services by appointment and drop in.
Cost: All services are free.
Geographic limitations? No.
Time limitations? In shelter clients are limited to 60 day stays.
Ages served: All ages.
Additional languages: Spanish.
Bathrooms: unisex (single stalls and/or family bathrooms)

REMEMBER!

You are not alone
Perhaps it was the first time she ever hit you, and you want to believe her promise that it will never happen again. Maybe you know you’re only in danger from him when he drinks, and he doesn’t drink that often. You may be a full-time student dependent on your partner’s income until you graduate. Or you might be putting everything in place to leave your abusive partner, but you still need a little more time before all is ready. You may have even already left your abuser, but you still see her when she picks up the kids for a weekend visit.

There are many reasons why people stay in contact with someone who abuses or abused them. If you are one of those people, you owe it to yourself and those who care about you to lessen the risks of being seriously abused (again). This process is called safety planning. It works best if you involve other people who can support you.

- If your household includes guns, make sure they are unloaded and locked up.

- Identify the best room(s) to try to move to if an argument at home becomes heated or your partner becomes violent. The ideal room has: another exit (door or window), a phone (to call 911 if you need to), and a lock (so you can lock your abuser out while you call for help). If a fight breaks out in the kitchen or a small room, try to move elsewhere: the kitchen contains many weapons, and you can be cornered in small rooms.

- Plan your escape, even if it’s only until your partner cools down. Ask someone if you can stay with them in an emergency, and ask them to keep a bag for you that contains cash, an extra set of keys, medications, a change of clothes, and important papers like court papers, a passport or birth certificates, medical records, and immigration papers.

- If there are children, teach them how to call 911 for help.

- Consider asking a vigilant neighbor to call police if they see a certain signal (perhaps a flashing porch light, a towel in the window, or a potted plant outside the apartment door?).

- Recruit a friend willing to call the police if you call him or her and say an agreed-upon code word or phrase. Make sure this friend’s phone numbers are programmed into your phone(s), if possible.

Even if you leave your abuser, you will want to continue to take actions to keep yourself safe(r): your abuser may pursue you, and/or try to make things difficult for you. Some additional precautions you may want to consider taking:
- Seek a restraining or protective order that tells your abuser to stay away from you. Clear information on obtaining restraining orders in Wisconsin is available at http://www.doj.state.wi.us/cvs/Victims_Rights/restraining_orders.asp. Note that orders are available to people who have lived together or been in a dating relationship, regardless of gender or sexual orientation.

- Change door locks as soon as possible, even if your abuser didn’t have a key (she or he could have had one made at some point without your knowledge).

- Ask people in your workplace to keep an eye open for your abuser and call you and police immediately if your abuser shows up.

- Vary your typical commute routes, bus stops, shopping patterns, and favorite gathering places.

- Protect your cell phone: if your abuser knows the last four digits of your social security number, he or she may be able to call your cell phone service provider and get your phone turned off, or access your call record via the internet and track who you’ve been calling. Call your cell phone company to remove your abuser’s name if it’s on the account and to get your account password protected (with a password your abuser won’t guess). If your abuser knows or might know how to track your whereabouts through the GPS in your cell phone, consider ditching the phone and getting a new number.

There are many more steps you can take to enhance your physical, financial, and emotional safety. For a good 10-step safety planning guide, go to: http://www.aardvarc.org/dv/plan.shtml. This document is both one of the most comprehensive and the least heterosexist or sexist of any we’ve found.

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**Did You Know?**

The rates are the same: 1 in 4 LGBT relationships experience domestic violence -- the same rate as in heterosexual relationships.
Underwood Memorial Baptist Church

Jamie Washam, Pastor
1916 Wauwatosa Ave
Wauwatosa, WI 53213
414.258.4246
www.underwoodchurch.com

We are a welcoming and affirming congregation in the Baptist tradition that believes that all persons are valuable to God and the Reign of God, as they are, without regard to age, race, culture, sexual orientation, gender identity or background. We believe in relevant Biblical teaching that transforms lives, and in every person's right to interpret scripture under the guidance of the Spirit, within a community of believers. We believe that God appreciates our best efforts. We welcome all to our community and family.

Genders served: Services open to all.
Hours: Sun service 10 am, other meeting by appointment. Services by appointment and drop in. I prefer appointments, so I don't miss someone.
Cost: We accept contributions, but are not fee for service.
Geographic limitations? No.
Time limitations? We are a church, not a professional counselling agency. All are welcome to worship and fellowship with us for as long as they choose.
Ages served: All ages.
Additional languages: English only.
Bathrooms: both gendered and unisex bathrooms are available

Quote

"Rainbow logo outside, love inside ~
Jamie Washam, Underwood Memorial Baptist Church"
UUCW provides the following services: GBLTQ-affirming spiritual community and worship; Ceremonies of Union, same-gender weddings; Interweave -- a GBLTQ and heterosexual fellowship group and many other groups for service, spirituality and fellowship. Pastoral care and referrals to appropriate community resources. Blessings for babies and children. House blessings. Social action and outreach opportunities. Religious education for adults and children.

Genders served: Services open to all.
Hours: 7 days a week. Services by appointment and drop in
Cost: Free services.
Geographic limitations? No.
Time limitations? No time limit.
Ages served: All ages.
Additional languages: English only.
Bathrooms: both gendered and unisex bathrooms are available.

REMEMBER!
You have nothing to be ashamed of.
Sexual Assault

As with domestic violence (see “If It’s Not Patriarchy, What Is It?” on page 58), the popular understanding of “rape” and even “sexual assault” is that of a man forcing intercourse on an unwilling woman. This myopic image blinds people to the reality that sexual assault can—and does—happen to anyone, and anyone can be a perpetrator.

In fact, a large proportion of LGBT people have experienced sexual assault. Although statistics vary considerably from one study to another, it’s generally accepted that at least 1 in 3 women have been sexually assaulted during their lifetime, and 1 in 6 men. FORGE and some other researchers have found the rate of sexual assault of transgender people is even higher, possibly as high as 1 in 2. Similarly, some studies have found that LGBT people are actually victimized by sexual assault at rates higher than heterosexuals, both as children and as adults. One study said that 52% of lesbians and gay men reported being sexually coerced by a same-sex partner. Both child and adult sexual assault victims know their perpetrators more often than not.

In Wisconsin, sexual assault includes (among other behaviors), “the intentional touching of the clothed or unclothed intimate parts of another person with any part of the body…or with any object or device” without consent. “Consent” is defined as “words or overt actions by a person who is competent to give informed consent indicating a freely given agreement to have sexual intercourse or sexual contact.” People under age 18, people who are asleep or unconscious, and even a person who the perpetrator knows is under the influence of an intoxicant to a degree which renders the victim incapable of appraising his or her conduct, are all categorically deemed unable to consent (as are some other classes of persons).

Resources:

Hate crimes (also called “bias” crimes) are motivated by prejudice against the victim’s actual or perceived identity or membership in a particular group. Hate crimes include vandalism as well as assault.

In addition to being an assault against an individual, a hate crime is an assault against a community by sending a clear message of hate to the entire community. Since hate crimes are based on the perpetrator’s perception of the victim’s identity, the victim does not have to actually belong to that group to be targeted.

In Wisconsin, hate crimes may receive harsher punishment than crimes without bias. Wisconsin’s Hate Crime Penalty Enhancer, Ch. 939.645(1)(b), defines a hate crime as one where the perpetrator intentionally selects the victim or the victim’s property in whole or in part because of the perpetrator’s belief or perception of the victim’s race, religion, color, disability, sexual orientation, national origin or ancestry.

The perpetrator’s bias-motivated crime can be prosecuted as a hate crime whether or not the perpetrator’s belief or perception was correct. In other words, prosecutors do not have to prove that the victim was, for example, gay, lesbian or bisexual – just that the perpetrator chose the victim thinking s/he was gay, lesbian or bisexual. Currently, Wisconsin’s hate crime law is generally interpreted not to include transgender people, an omission that would need to be corrected by legislative action.

To be prosecuted for a hate crime in Wisconsin, the perpetrator must have committed a crime under existing laws (such as vandalism or assault). Thus, criminals who vandalize the property of a lesbian because she is a lesbian could be charged with vandalism with the hate crimes penalty enhancer. However, if the same lesbian’s property was randomly vandalized, the perpetrator could be charged with vandalism only. Because an underlying crime must have been committed in order for the hate crime penalty enhancer to be used, Wisconsin’s hate crime law does not punish hateful speech in the absence of a crime.

Remember, for a crime – hate-motivated or not – to be prosecuted – the victim must report the crime to the police.

Note: This article was adapted with permission from “Hate Crime Basics,” a webpage prepared by the Milwaukee LGBT Community Center’s Anti-Violence Project and available at http://mkelgbt.org/awareness/avp_hatecrimes.asp#WiStatute
UWM Women's Resource Center
Sue McCarthy
PO Box 413
Milwaukee, WI 53201
414.229.2852
www.wrc.uwm.edu

The University of Wisconsin Milwaukee Women's Resource Center's mission of education, support and advocacy guides our practice. We are committed to working in a nonjudgmental, culturally sensitive, and compassionate way. Our programs and services include information and referral, personal support & advocacy, lending library, programs & events, and employment & volunteering opportunities for UWM students.

Other services: We are primarily funded by mandatory student fees and therefore, our primary services are available to students at the University of Wisconsin Milwaukee. We do provide limited service to UWM faculty and staff. Most of our programs and events are open to the public.

Genders served: Group support, case management, short term group shelter NOT available to men or transpeople.

Hours: 9am-5pm, Monday through Friday. Services by appointment and drop in. Can also schedule appointment for outside of office hours.

Cost: Free.

Geographic limitations? UWM faculty, staff, students.

Time limitations? When the presenting problem is one of interpersonal violence, harassment, stalking, sexual violence I can provide ongoing services. When the presenting problem is other mental health issues, we offer short term services.

Ages served: All adults.

Additional languages: English only.

Bathrooms: both gendered and unisex bathrooms are available.
The UWM LGBT Resource Center incorporates student-inspired programming, education, outreach, networking groups and also hosts the UWM Safe Space Program. Students are able to report hate and bias motivated incidents, sexual violence and LGBTQ-climate issues to the UWM LGBT Resource Center. Resources, information and referrals are provided along with one on one advocacy as is needed. Through these efforts, the UWM LGBT Resource Center strives to create a diverse, safe, respectful and inclusive campus climate for the campus community. The services and resources provided by the UWM LGBT Resource Center are specifically for enrolled UWM students. NOTE: The majority of our services entail referral and working with other community agencies/campus departments/community organizations to provide services to the LGBTQ-identified campus community members. For example, the HIV testing referenced above is conducted by the AIDS Resource Center of WI and is provided to students on a monthly basis throughout the academic year. This testing is open again to all UWM students and also extends to the campus community.

Genders served: Services open to all.

Hours: Monday-Friday 9am-5pm winter break/summer hours; academic year hours: Monday, Thursday & Friday 9am-5pm, Tuesday & Wednesday 9am-7pm. Services by appointment and drop in.

Cost: Services are paid for through student fees and therefore are free, yet only available to enrolled UW-Milwaukee students. Referrals to community based agencies and other on-campus resources are made as needed.

Geographic limitations? Services are offered solely for UW-Milwaukee students and the campus community.

Time limitations? Services provided to LGBT victims of crimes entail referral to agencies/entities both on and off campus as is appropriate. This may involve either or both short term and ongoing service depending on the situation.

Ages served: All adults.

Additional languages: English only.

Bathrooms: both gendered and unisex bathrooms are available
Walker's Point Youth & Family Center
2030 W. National Ave
Milwaukee WI 53204
414.647.8200


Genders served: Services open to all.
Hours: 24 hour emergency shelter. Services by appointment and drop in.
Cost: Free.
Geographic limitations? No.
Time limitations? Both short term emergency shelter and long term transitional housing.
Ages served: Children through young adult.
Additional languages: Spanish.
Bathrooms: both gendered and unisex bathrooms are available.

DID YOU KNOW?

At least 36% of LGB youth are verbally abused by family members for being LGB. (At least 10% are physically abused.)
Alex Walkowiak
Joy of Life Center Ltd
721 S 2nd St
Milwaukee WI 53204
414.382.9668

Strong supportive individual psychotherapy based on 30 years experience and extensive training. Certified in hypnosis - used only if needed or wanted. Free first meeting to find out if you will be comfortable with me.

Genders served: Services open to all.
Hours: MWF 11-7, Sat 9-2. Services by appointment and drop in (best by appointment).
Cost: Bill Insurance $140/hr. Sliding scale available, free if needed.

Geographic limitations? No.
Time limitations? No time limit will see as often or long as needed even if insurance drops.
Ages served: All ages.
Additional languages: English only.
Bathrooms: unisex (single stalls and/or family bathrooms)

Remember!

Violence is a crime, talking about it isn’t.
Many people who experience domestic violence, sexual assault and/or hate crimes seek out supportive services of a mental health provider. Fortunately, there are a large number of therapists and mental health providers to choose from. Not every therapist has the same knowledge, training, or experience in skillfully working with the issues that you bring into a therapeutic relationship.

Frequently, therapists who are experts in addressing trauma, violence or victimization may not also be experts in respectfully serving LGBT clients. Similarly, those therapists who may specialize or have extensive experience working with LGBT clients may know little about effectively serving survivors of violence.

For many, finding a therapist who celebrates (not just tolerates) LGBT complexity and diversity is equally as important as finding a skilled trauma therapist. It’s important, not only because we all want to be treated respectfully and not feel like we are being looked down on, but because we deserve to work with providers who are educated and do not consider our LGBT identity/status as a mental illness or morally wrong. It is also often important that a provider can understand the nuance of how LGBT minority status may impact our overall life experience, including how we are processing our traumatic events.

Know your rights!
You are in the driver’s seat when looking for a therapist. While you may be limited by your insurance company’s restrictions or your ability to pay (if un- or under-insured), you don’t need to settle for less!

Identify a pool of therapists to screen
Ask your friends and colleagues you trust about recommendations for therapists. Oftentimes the best referrals come from the people you already know. If you aren’t comfortable asking your friends, consider asking your physician or minister for suggestions. This Guide also contains several therapists and FORGE has an even larger pool of therapists who are LGBT and trauma-savvy. (Contact FORGE directly for a referral by calling 414-559-2123 or emailing info@forge-forward.org.)

Ask questions
Think about finding a therapist as hiring someone to work for you. The therapist’s job is to serve your needs, so make sure you screen prospective therapists to make sure they can do the job you are hiring them to do. Many therapists are willing to set up a free phone interview, where they can spend 15-30 minutes talking with you. Some therapists offer a free first in-person session, in order for you to ask questions and get to know them. Have a list of questions prepared ahead of time. Take notes during your conversation, so you have something to review later on when you are making your decision.

Here are some questions you may want to ask:

Basic questions about office policies
- What is your fee? Do you accept my insurance and/or do you have a sliding scale?
- Do you charge for an initial appointment? How much?
a Therapist

- Do you file my insurance claims? What is your payment policy regarding insurance co-pay? Can I just pay my co-payment and you wait for the insurance reimbursement?
  - Must I pay at the time of service, or can I make partial payments? Do you take credit cards?
  - What is the policy for cancellations, lateness, forgetting or changing appointments?
  - Do you charge for phone calls or emails from clients or family between sessions? If so, what do you charge and how and to whom (insurance company or client) is that billed?
  - How do you protect my confidentiality? Who (besides you) will have access to my files?
  - Do you have a grievance policy?

Type of therapy offered
- How long have you been in practice?
- What is your theoretical approach to therapy (in general)? Psychodynamic, behavioral, cognitive, systemic, supportive, humanistic, existential, transpersonal? Ask them to explain the difference. A combination can sometimes be best.
- What experience have you had in treating traumatic stress conditions?
- What specific trauma treatment modalities are you trained in (and use)? Ask them to describe any modality you aren’t familiar with.
- Are you willing to work with my physician, pastor or other support/healing team?
- If I were in crisis, would I be able to reach you? How do you handle crises?
- How do you decide which approach is best for your clients? (Note: Listen for if the therapist involves you in the decision-making process.)
- How do you involve key family members, partner(s) or friends? Can I bring my partner or family members into therapy with me?
- Do you work with your clients to design therapeutic goals?
- How and when will progress be assessed?

LGBT-specific questions
- What is your experience working with lesbian/gay/bisexual/transgender clients? What percentage of your client-base is LGB and/or T?
- Are you connected to the LGBT community? Do you know of LGBT resources and services (not necessarily mental health focused)?
- Do you have good working relationships with psychiatrists and other mental health providers who are LGBT-savvy?
- What training do you have in working with the (transgender, lesbian, gay, bisexual, leather, polyamorous…<fill in your identity here>…) communities?

If a provider isn’t willing to answer your questions, you may want to keep looking.

Your first visit
First visit: Come prepared with a list of questions

Ask for a copy of patient rights used by your therapist -- read them! It will give you
a sense of what kind of therapist s/he is and/or what kind of policies and beliefs the office holds

**Checklist to evaluate your first call/visit**

**My impressions (check all that apply)**
- I was treated respectfully.
- I felt reasonably comfortable.
- I felt believed.
- The provider carefully listened to me.
- The questions I was asked were appropriate and did not feel unduly invasive.
- My questions were answered adequately.
- I could see the provider took steps to create a “safe” environment.
- The provider shared his/her approach to working with clients.
- The provider is clinically qualified to work with the concerns I am bringing to therapy.
- We discussed payment options (insurance, self- or co-pay) and I feel comfortable with the arrangement.
- The provider’s office is in a location I can easily get to.
- This feels like it could be a good “match”

**Overall**
- Yes! I want to see this provider again!
- Probably. I want to make a second appointment and see where it goes.
- Unsure/no. I want to explore other options.

If your overall impression after your first contact was a “Yes” (or even a “probably”), you may want to see that provider again. If you feel unsure, or have a gut feeling that it isn’t a good match – keep looking.

Finding a therapist that works for you isn’t always an easy process. You are your own best advocate so trusting your instinct, as well as coming prepared and willing to ask specific questions, will be your best guide(s).

**For more information on finding therapists, check out:**


FORGE therapist list for LGBT-aware therapists who work with trauma: http://www.forge-forward.org/docs/WI_therapists.pdf

American Association of Sexuality Educators, Counselors, and Therapists: http://www.aasect.org/results.asp?state=WI

Gay and Lesbian Medical Association, provider referral: http://glma.org/
Waukesha County District Attorney's Office
515 W. Moreland Boulevard, Room CG-72
Waukesha, WI  53186
262.548.7076

Prosecution of crimes for the county of Waukesha; services to crime victims including: crisis counseling, notification, information and referral.

Genders served: Services open to all.
Hours: Mon-Friday, 8:00 - 4:30 p.m. Services by appointment and drop in. Telephone service available.
Cost: Services are free to all crime victims.
Geographic limitations? No.
Time limitations? No.
Ages served: All ages.
Additional languages: English only.
Bathrooms: gendered (male / female)

REMEMBER!

You have a right to speak or be silent – it’s your choice, because you are in control of your life.
Wisconsin Coalition Against Domestic Violence
307 S Paterson Street, Suite 1
Madison, Wi 53703
608.255.0539
www.wcadv.org

Information and referral. We provide support to the direct-service domestic and sexual violence programs that would directly serve LGBT victims/survivors.

Genders served: Services open to all.
Hours: M-F 8:30am-4:30pm. Info and Referral via phone or drop in.
Cost: None, we don't do direct service. We provide info and referral.
Geographic limitations? Rural victims, and access to services.
Time limitations? Not applicable.
Additional languages: English only.
Bathrooms: gendered (male / female)

Did you know? More than 200 studies have shown women commit as much domestic violence as men.
YWCA Rock County
1735 S. Washington St.
Janesville, WI  53546
608.752.2583
www.ywca.org/rockcounty

The Alternatives to Violence Program provides emergency and crisis intervention services including an emergency shelter, 24-hour crisis HELPline, individual case management and group support (including abuse in later life), child advocacy/youth support group, legal advocacy and a transitional housing program. For more information, you can call our main office line during business hours at 608-752-5445. For help with a domestic violence situation, please call our helpline at 608-752-2583.

**Genders served:** Group support, short term group shelter NOT available to men.

**Hours:** 24-Hour Helpline, Walk-In Services M-F, 8-4:30pm. Services by appointment and drop in. Appointments preferred, but will assist walk-ins.

**Cost:** The YWCA is a non-profit organization and does not charge for their services.

**Geographic limitations?** We are funded to serve those in Rock County. Based on individual situations, we sometimes help those from outside of the county.

**Time limitations?** We offer mostly short-term services. We have a domestic violence shelter, offer help with filing for restraining orders and have case managers here to talk about your situation. For ongoing counseling, we will refer you to an outside agency/counseling center.

**Ages served:** All ages.

**Additional languages:** Spanish.

**Bathrooms:** both gendered and unisex bathrooms are available
Psychotherapy for individuals and couples. Areas of specialty include: depression, anxiety, divorce/separation, mid-life issues, career/life planning, codependency and recovery support. Practical, results-oriented approach emphasizing personal empowerment.

**Genders served:** Individual counseling, faith/spiritual support services NOT available to MTFs or FTMs.

**Hours:** M/Tu/W/Th - 9:00am - 6:00. Services by appointment.

**Cost:** Insurance (member of numerous PPO networks) and private pay (sliding scale).

**Geographic limitations?** No.

**Time limitations?** No time limits.

**Ages served:** All adults.

**Additional languages:** English only.

**Bathrooms:** gendered (male / female)

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**Remember!**

It’s not your fault. Healing is possible.
Other agencies

These agencies responded to the survey, but did not provide enough information for a full listing.

Advocates of Ozaukee
PO Box 80166
Saukville, WI 53080
262.284.3577
www.advocates-oz.org

With a commitment to safety, respect, and compassion for individuals and families, Advocates of Ozaukee works to end domestic and sexual violence through education, prevention, and intervention services. We provide 24-hour crisis line, temporary housing and food, advocacy and counseling, community education services, and referral and follow-up services.

Catholic Charities Diocese of LaCrosse Domestic Abuse Program for Crawford County
P.O. Box 337
Prairie du Chien, WI 53821
608-326-1616

Support and advocacy. 24 hour Helpline. Access to other services. Survivor’s group. Community education and outreach.

Community Referral Agency
403 Gandyview
P.O. Box 365
Milltown WI 54858
715.825.4414

24 hour crisis response. Personal and systems advocacy. Information and referral. One-on-one and group support. Free of charge for all victims of domestic and sexual violence. (Note: No gender restrictions stated; 98% of caseload is female.)
Friends of Abused Families  
P.O. Box 117  
West Bend, WI  53095  
262.334.5598  

Individual counseling, weekly support groups, and legal assistance.

Milwaukee County Behavioral Health  
9455 Watertown Plank Road  
Milwaukee, WI 53225  
(414) 257-7222  
www.MilwaukeeCountyBehavioralHealthServices.com  


Psychiatric Crisis Service/Admissions Center Crisis Intervention Services (Mental Health)  
9455 Watertown Plank Road  
Wauwatosa, WI 53226  
414-257-7222  
www.county.milwaukee.gov/BehavioralHealthDivi7762/CrisisServices.htm

St. Agnes Hospital Domestic Violence Program  
430 E. Division St.  
Fond du Lac, WI 54935  
920.926.4207  

24 hour crisis assistance to both the domestic abuse victim and abuser. Educational groups for both the victim and abuser. Follow-up services. Information about options and referral to community resources. Community education. Resource Library.
Crime survivors often become isolated. A common response to surviving trauma is losing trust in other people. This is particularly true if the crime you experienced was committed by a partner or someone you were dating. Yet isolation is in itself a risk factor for depression and a variety of other health conditions. There are many types of relationships and connections that reduce isolation. Not everyone is ready to date (again) for a long time after trauma, or after a breakup. When you are ready to resume dating, consider adopting dating practices that can considerably lower your risk of being harmed by someone you are meeting for the first time or have only recently started dating.

- Before you meet for the first time, request both a face picture and a phone number. If the person who shows up doesn’t look like their picture, leave.
- Always meet in public. Consider meeting in a place with surveillance cameras. If possible, introduce your date to someone else. (Know the waitress, bartender, or barista? They’ll do!)
- There are pros and cons to going to your date’s place, your own place, or a third alternative like a hotel. If you go to your place, make sure you have locked away valuables and anything that can be used as a weapon. Don’t go to sleep with someone new in your home. If you go to your date’s place or a third alternative, make sure someone else knows the exact address and when to expect a call from you. Ideally, give the information to your friend in front of your date, so your date knows someone else knows where you’re going and that you’re expected to call in.
- Never accept a drink you haven’t seen being poured or drink again from a glass that you’ve let out of your sight. “Date rape” drugs (Rohypnol, Gamma Hydroxy Butyrate [GHB] and Ketamine Hydrochloride) have no odor or flavor even in water.
- If your date becomes violent or violates your boundaries, use your voice. Resistance breaks the assailant’s script and places doubt in their mind about their ability to commit the crime.
- Arrange for a silent alarm. Tell a friend where you are going and when to expect a call from you; decide on a code word that means you’re safe. Tell your friend that if you call and don’t use the code word, to call police. If your friend doesn’t hear from you when scheduled, your friend should try calling you and, if you don’t answer or don’t say the code word, call police.
- If you are transgender, there is no one “right answer” to if and when you should disclose your identity and/or information about your surgical status to a potential sex partner. However, if your body configuration may surprise your date, you may be safer disclosing in public, where your date is less likely to be violent or make a scene.

For a more detailed version of this article, click on “General and Internet Safe Dating Tips” at the website for the National Coalition of Anti-Violence Programs, at www.ncavp.org.
- To be informed of your rights and how to exercise your rights.
- To information regarding the offender’s release from custody.
- To be notified of a decision not to prosecute if an arrest has been made.
- To speak with the Assistant Attorney General (AAG), or prosecutor representative upon your request, about the possible outcome of the case, potential plea agreements, and sentencing options.
- To attend court proceedings in the case.
- To have reasonable attempts made to notify you of the time, date, and place of upcoming court proceedings, if you so request.
- To be provided with a waiting area separate from defense witnesses.
- To a speedy disposition of the criminal case.
- To have your interests considered when the court is deciding to grant a request for a delay (continuance).
- To be notified if charges are dismissed.
- To be accompanied to court by a service representative. This right is limited to specific types of crimes.
- To ask for assistance with your employer if necessary, for hardship resulting from the court appearances.
- To request an order for, and to be given the results of, testing the offender for sexually transmitted diseases or HIV. This right is limited to specific types of crimes.
- To provide a written or oral victim impact statement concerning the economic, physical, and psychological effect of the crime upon you to be considered by the court at sentencing.
- To have the impact of the crime on you included in a pre-sentence investigation.

- To be provided sentencing or dispositional information upon request.

- To restitution as allowed by law.

- To civil judgment for unpaid restitution.

- To compensations for certain expenses as allowed by law.

- To have your property expeditiously returned when it is no longer needed as evidence.

- To be notified of the offender’s eligibility for parole and to have input into the parole-making decision.

- To have the Department of Corrections make a reasonable attempt to notify you of specific types of releases, escapes, or confinements as provided by law.

- To have a reasonable attempt made to notify you of a pardon application to the governor and to make a written statement regarding the pardon application.

- To contact the Department of Justice about any concerns you may have about your treatment as a crime victim.

In order to receive information you must keep the appropriate agency informed of your current address and telephone number.

(Rights retrieved Wisconsin Department of Justice, May 13, 2009, at http://www.doj.state.wi.us/cvs/victims_rights/Victims_and_Witnesses_Rights.asp)
Who is eligible?

- An innocent victim who suffers injury from a crime.
- A dependent or legal representative of an innocent victim who has been killed as the result of a crime.
- A person who is injured while aiding a crime victim or helping a police officer.
- A person who suffers a reaction from the death of a family or household member.
- Persons who are injured in automobile accidents caused by drunk drivers.

In addition, to be eligible, the victim must:

- Have reported the crime to a law enforcement agency within 5 days of the crime.
- File a claim within one year of the date of the crime. (This may be waived in certain circumstances.)
- Be current with court-ordered child support or maintenance payments.

What compensation may be paid?

Up to $40,000 for any one injury or death, including:

- Medical, hospital, surgical, pharmacy, and mental health counseling expenses.
- Lost wages.
- Loss of support to a dependent of a crime victim who is killed.
- Reasonable replacement costs of clothing or bedding held as evidence by the police, prosecutor, or crime lab – up to $300.
- Reasonable replacement value for property held as evidence and made unusable by crime lab testing – up to $200.
- Reasonable and necessary costs for securing and cleaning a crime scene – up to $1,000.
- Cost of homemaker services.
- An additional $2,000 may be paid for reasonable funeral expenses.

No property loss or damage is covered other than those described above.

The State of Wisconsin pays only those out-of-pocket expenses that are not paid or payable by a private or group insurance plan, public funds, or any other source, including the offender. If you receive monies from the offender or a third party through restitution or any civil action, you must repay the state for any monies paid out on your behalf.
Compensation Program

What are the requirements?

- The victim’s conduct must not have caused or contributed to the crime that led to the injury or death.
- The victim must not have committed a crime that led to the injury or death.
- The victim must cooperate with law enforcement officials in their investigation and prosecution of the crime.
- The applicant must cooperate with the Wisconsin Department of Justice in supplying information for the claim.
- If the victim was injured in a car accident caused by a drunk driver, the victim must have been:
  - A pedestrian or a passenger in the other car.
  - A child passenger in the offender’s car.
  - Unaware that the driver was under the influence of alcohol or an illegal drug.

How is the claim considered?

After all of the information contained in an application is verified, the crime victim will be notified if she or he is eligible for compensation. The time that it takes to arrive at this decision varies considerably, depending upon the complexity of the claim. One important factor is whether the crime victim has sent the Department of Justice all the information it needs to arrive at a decision. The crime victim will be sent a copy of the decision in writing. If the claim is denied, the reason will be explained, along with the appeal procedure.

Attorney fees

Crime victims do not need an attorney to file a claim. If an attorney is hired, the allowed fee will be deducted from the amount awarded.

How and where to file a complaint:

A Crime Victim Compensation application form can be obtained from law enforcement, Victim Witness Coordinators, hospitals, or the Office of Crime Victim Services. The Office of Crime Victim Services can be reached by:

Telephone: 1-800-446-6564 (toll free)

Mail: Crime Victim Compensation
      P.O. Box 7951
      Madison, WI 53707-7951

Internet: (includes online application form)
          http://www.doj.state.wi.us/cvs/CVCompensation/Compensation_Brochure.asp
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**Quote**

Espavo! (Thank you for taking your power back!) ~ The Group
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414.225.0244
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608.233.9751
canderson@firstcongmadison.org
www.firstcongmadison.org

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709 E. Juneau Ave, Ste 801
Milwaukee, WI 53202
414.687.0008
info@fullcirclemilwaukee.com
www.fullcirclemilwaukee.com

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Lynne Austin
675 Brookfield Road
Brookfield, WI 53189
262.860.6021

Gemini Gender Group
Meredith Leischer
315 W. Court St.
Milwaukee, WI 53212

GLOW
(Gay, Lesbian, or Whatever)
Diversity Center
207 S. Meade
Appleton, WI 54911
www.lawrence.edu/sorg/glow

The Healing Center
Melinda Hughes
611 W. National Ave., 4th floor
Milwaukee, WI 53204
414.671.4325
www.thehealingcenter.org

Lesbian Alliance
315 W Court St
Milwaukee WI 53212
414.272.9442
info@lesbianalliance.org
www.lesbianalliance.org

Attorney Brenda Lewison
Law Office of Arthur Heitzer
633 W. Wisconsin Ave., Suite 1410
Milwaukee, WI 53203-1920
414.273.1040
lewisonlaw@yahoo.com

Milwaukee LGBT Community Center
Dave Martin
315 W. Court Street #101
Milwaukee, WI 53212
414.271.2656
www.mkelgbt.org

Milwaukee LGBT History Project,
a program of SAGE/Milwaukee
1845 North Farwell, Ste. 220
Milwaukee, Wisconsin 53202
414.224.0517 (attn: Bill)
www.mkelgbthist.org
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pastor@milmcc.org  
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www.lgbtoutreach.org

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1845 N. Farwell Avenue, Suite 220  
Milwaukee, WI 53202  
414.224.0517  
director@sagemilwaukee.org  
www.sagemilwaukee.org

**Sixteenth Street Community Health Center**  
HIV Department  
Jose Salazar  
1337 South 16 Street  
Milwaukee, WI 53204  
414.385.3743  
jose.salazar@sschc.org  
www.sschc.org

**Solcare**  
Dr. Angela Hall  
305 W. Silver Spring Drive  
Glendale, WI 53217  
414.963.1388  
solcare@gmail.com  
www.solcarewisconsin.com

**Spirit Healer Acupuncture Services**  
Jacque Stock  
675 N. Brookfield Road, Suite 104  
Brookfield, WI 53045  
262.860.6020  
www.spirithealeracupuncture.com

**This Is It!**  
Joe  
418 East Wells Street  
Milwaukee, WI 53202  
414.278.9192  
www.ThisIsItBar.com

**The Tool Shed**  
Laura Anne Stuart, MPH  
2427 N Murray Ave  
Milwaukee, WI 53211  
414.906.5304  
info@toolshedtoys.com  
www.toolshedtoys.com

**UWM LGBT Resource Center**  
Union WG-89  
P.O. Box 413  
Milwaukee, WI 53201-0413  
414.229.4116  
www.lgbt.uwm.edu

**A Woman’s Touch**  
600 Williamson St.  
Madison, WI 53703  
608.250.1928

200 N. Jefferson St.  
Milwaukee, WI 53202  
414.221.0400  
awt.milwaukee@gmail.com  
www.awomanstouchonline.com
FORGE’s Cultural Competency Training

Are you a provider who wants to improve your ability to respectfully and appropriately serve your diverse constituency? FORGE can help.

Although FORGE is nationally-known for its transgender expertise, our cultural competency trainings can help your agency better serve a whole range of clients. Why? Because transgender people come in all genders, sexual orientations, races, physical abilities, faiths, etc. By re-designing your services to appropriately and respectfully serve transgender people, you automatically improve your ability to serve men (who are often underserved by domestic violence and sexual assault services), lesbian, gay, and bisexual people, and many others. FORGE’s training staff – Michael Munson and Loree Cook-Daniels – have more than 50 years’ combined experience as trainers. They will work closely with you to help you determine your agency’s specific needs and barriers, and design one or more trainings that your staff will find engaging, practical, and helpful. They also provide case-specific technical assistance and referrals. For more information, call 414-559-2123, or email info@forge-forward.org
We opposing the silencing and stigmatizing of LGBT survivors of hate crimes, domestic violence, and/or sexual assault.

Gayatri Center for Healing

Gemini Gender Group

Attorney Brenda Lewison

Spirit Healer Acupuncture Services

www.forge-forward.org