

# Case Study 4: Pastor Angelo Chavez and Emma



Recognize  
Connect  
Engage

Identify

Respond

Support

Recognize:  
Identify

Are there any indicators  
or signs of victimization  
that Pastor Chavez could  
have identified?

What are they?

# Recognize: Identify

## **Indicators of possible victimization:**

- Change in behavior, sluggishness;
- Inappropriate clothing for the weather;
- Friend's report of "fighting" and needing money to eat; and
- Change in parent's participation.

## **What are some skills to draw on to build trust and learn more?**

- Follow-up steps to take?
- What questions could he ask?
- What could he say or do to prompt a disclosure?
- Is there language he could use to account for trauma and avoid re-traumatization?
- To be empathetic? Avoid victim blaming?

Recognize:  
Respond

## **Skills to build trust and prompt disclosure:**

- A quiet and neutral setting.
- No leading questions.
- Respond calmly and matter-of-factly, do not register disgust or alarm.
- No comments about parents.
- If the youth tries to “swear you to secrecy,” explain that may not be possible (mandated reporting).
- Do not promise that things will get better but do provide reassurance.

Recognize:  
Respond

# Recognize: Support

**To whom could Pastor Chavez have turned for assistance?**

**As a faith leader, are there resources he can draw on for assistance?**

**How can we make sure that Pastor Chavez:**

**Identifies possible child victimization?**

**and**

**Responds appropriately?**

# Recognize: Support

**How can he feel like part of a linked system of care?**

**Improved communication, coordination, and information sharing (within ethical standards) among agencies and organizations, including faith organizations.**



# Recognize: Support

- Training on recognizing child victimization, trust-building, trauma-informed response, effective conversations.
- Practice guides, other written guidance and ongoing trainings.
- State and local mandatory reporting requirements.
- Protocols for a coordinated response and the role of the original reporter.

Connect:  
Identify

**How should Pastor  
Chavez identify any  
connections to make?**

**What are they?**

# Connect: Identify

- IL HEALS Resource Coordinator.
- IL Heals Roster.
- IRIS: referral and case management system.
- Church-based resources.
- Other community-based organizations.

**What are some skills that Pastor Chavez could draw on to help make connections?**

- Connecting with Emma's family.
- Accompanying Emma to any connection made or available.
- Speaking with school counselor or social worker.
- Finding financial help for other costs.

Connect:  
Respond

## **What are some skills that Pastor Chavez could draw on to help make connections?**

- Develop plans or guidance.
- Using personal connections.
- Helping normalize seeking support.
- A warm hand off and following up.
- Use of a harm-reduction approach: help to reduce, not cause additional trauma.

**Any other ideas?**

# Connect: Respond

# Connect: Support

**How can we make sure that  
Pastor Chavez:**

**Identifies the connections to  
make?**

**and**

**Makes the connections  
appropriately?**

# Connect: Support

## **A relational approach:**

- Reaching out to the Resource Coordinator.
- Communicating with multi-disciplinary teams.
- IL Heals Roster.
- IRIS: referral and case management system.

Engage:  
Identify

What are some of the  
components of effective  
engagement that might  
help?



# Engage: Identify

## **Key Components Include:**

- Cultural humility/responsiveness.
- Needs assessment (victim and family).
- Case planning.
- Program strategies for provision of services.
- Trauma-informed response.

For needs assessment and case planning, what strategies might work best?

How can the provider and the agency best assess their needs?

What more might they need to know?

What would a trauma-informed response to Emma and her family look like?

Engage:  
Respond

- Consider it a mutual assessment process, which promotes agreement/buy-in.
- Use “side notes” to ensure focus is on person and not paperwork.
- In some cases, that listening ear is all that the client needs; sometimes reassurance that the youth’s reaction is okay, whether she wants more services or not.

# Engage: Respond

- Training plans and implementation of ongoing trainings
- Development of policies and protocols for:
  - ✓ Trauma-informed response and services.
  - ✓ Cultural humility/minimization of bias.
  - ✓ Development and use of EBPs.

# Engage: Respond

- Making spaces more culturally sensitive, inviting and attractive, including furniture arrangement and lighting.
- Consider making one of the spaces a “comfort/healing/meditation” area for youth and families.

# Engage: Respond

# Engage: Support

**How can we make sure that  
the provider:**

**Is aware of the systems  
and services that are  
available**

**and**

**engages with them  
effectively?**

# Engage: Support

- Protocols on identification and response to victimization and abuse.
- Training on recognizing child victimization, trust-building, trauma-informed response, effective conversations.
- Training on mandated reporting
- Practice guides, other written guidance and ongoing trainings.

# Engage: Support

What role can Pastor Chavez and his church play as part of a linked system of care?

Are there ways that he can continue to support Emma and her family?



# Engage: Support

A relational approach:  
Improved communication,  
coordination, and  
information sharing (within  
ethical standards) among  
agencies.

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