

AGENCY SUCCESS SPOTLIGHT



Mid-Shore Council on Family Violence, a comprehensive domestic violence agency, embraces cutting-edge mobile technology to tailor support and streamline service delivery for victims/survivors across the communities they serve.

Agency

Mid-Shore Council on Family Violence (MSCFV) | Easton, Maryland

Agency Challenge

As the central point of access for assistance on domestic violence within a five-county rural area, the mission of Mid-Shore Council on Family Violence is to create healthy opportunities to break the cycle of domestic violence through intervention and prevention by providing advocacy, legal, housing, and counseling services, for survivors. Looking for a solution to increase communication with case managers and improve service delivery, MSCFV embraced Looped Fusion Purple, an innovative client interaction and engagement system developed by domestic violence advocates. Looped Fusion Purple leverages cutting-edge technology to enhance operational efficiency, streamline communications and centralize an organization's information in one convenient access point.

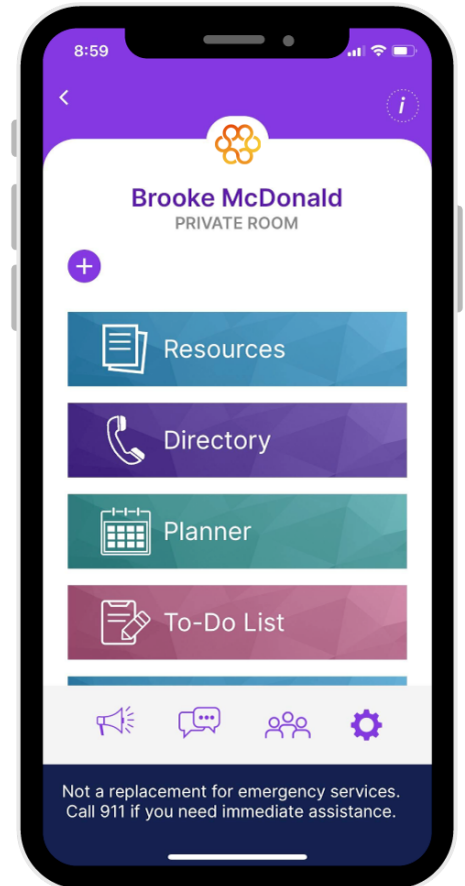
Program Summary

In September 2023, MSCFV, adopted Looped Fusion Purple for their domestic violence program, a decision that allowed confidential communications with victims that were not possible before. Because of these communications, clients are benefitting more from the crisis-to-self-sufficiency services offered by MSCFV.

MSCFV staff received hands-on training about the utilization of Looped Fusion Purple. The staff embraced

the platform because of its ability to enable seamless collaboration with team members. They also value the flexibility to transition clients between access points, as needed. In addition, the feedback from MSCFV's staff on the proprietary disguised access point has been overwhelmingly positive. Individuals living with their abusers realize the value of Looped Fusion Purple's built-in safety features including the disguised wrapper and SafeCalling feature, and appreciate the peace of mind this offers. With no trace, cache, or cookies left behind, clients can safely and privately access the services they need on their mobile devices.

However, MSCFV didn't just stop at implementation; they went further by customizing their client rooms to more fully develop a one-stop shop for those accessing agency services. This customization provides their clients with exclusive access to proprietary employment and housing dashboards, empowering them with essential resources for their journey to self-sufficiency. Also, for those seeking professional development, MSCFV integrated educational tools, such as Coursera, directly into their client rooms.



“Our goal in introducing Looped Fusion Purple was to enhance communication between clients and their case managers and their access to resources as they navigate the path from crisis to self-sufficiency. The system has enabled our organization to offer even more comprehensive, tailored, and secure support to those individuals we serve across our entire service area.”

- Pamela Jordan, Special Projects & Evaluation Director

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Outcomes:

- ✔ Mid-Shore Council on Family Violence was able to seamlessly collaborate to support the needs of each unique client.
- ✔ Access to mobile technology allows for increased client safety, confidentiality, and access to services.
- ✔ Victims/survivors have the flexibility to seamlessly transition between access points that are specifically tailored to their unique security requirements, as their needs change.



About Looped Solutions

Looped Solutions, a Pennsylvania based technology development company that offers a unique menu of mobile technology solutions designed around their secure communication and support platform. The woman-led company first entered the market in 2019, launching its premier mobile app, OhanaLink™. In 2020, the tech company collaborated with a group of domestic violence agencies in Western Pennsylvania to custom design a safe, secure mobile delivery system for agencies to enhance their ability to provide services for victims of domestic violence. Looped Fusion Purple launched in May of 2022, is being adopted by domestic violence coalitions and agencies across the country and is on track to transform the delivery of services for advocates and survivors of domestic abuse.

For more information, visit www.loopedsolutions.com/purple, email info@loopedsolutions.com or call 844-394-4398.

About Mid-Shore Council on Family Violence

Mid-Shore Council on Family Violence's Chesapeake Crisis to Self-Sufficiency Model™ is an intentional approach to walking with clients as they transition from domestic violence victim to self-sufficient survivor

As the central point of access for assistance on domestic violence within the counties of Caroline, Dorchester, Kent, Queen Anne's, and Talbot on Maryland's Eastern Shore, the mission of Mid-Shore Council on Family Violence is to create healthy opportunities to break the cycle of domestic violence through intervention and prevention by providing shelter, counseling, services, and advocacy for victims and abusers; and by changing society's attitudes and systems which permit and promote such violence against women, men and families.

For more information, visit mscfv.org

