

## Volunteering for CETA

Thanks for your interest in volunteering for CETA. CETA was born out of research at Cornell Tech on tech abuse in intimate partner violence (IPV), and has been operating since November 2018. CETA is powered by volunteers who believe everyone should be free to use technology without fear of harm from abusive partners or others. We work directly with survivors to help determine if someone is using technology to harm them -- and what they can do to stay safe. We also facilitate cutting-edge research to understand how abusers can misuse technology.

This is a quick description of the volunteer experience and expectations around your involvement as a CETA volunteer. The next page has more information about our volunteer training program.

IPV survivors are called clients in this context. Clients are referred to us through our partnerships with the New York City Mayor's Office to End Domestic and Gender-Based Violence (ENDGBV) and the Anti-Violence Project (AVP). The ENDGBV is a municipal organization whose mission is to support survivors of not only IPV but other forms of gender-based violence. AVP provides anti-violence support for the LGBTQ+ and HIV-affected communities in New York City.

Our clinic model has evolved over time. Currently we help 10-20 clients per month. IPV support professionals (case managers, social workers, lawyers, etc.) submit a referral to us, and we assign a volunteer to be a case lead. The case lead schedules a call or otherwise reaches out to the client to ascertain what their technology concerns are and how we might help them navigate their situation.

Our work is a combination of remote and hybrid; we screen all clients with a remote appointment first, and offer in-person service on an at-capacity basis. We only help with technology issues; existing ENDGBV and AVP resources provide safety planning, legal assistance, housing assistance, etc.

New CETA volunteers proceed through a sequence of trainings on the clinic background and history, IPV, client-centered counseling, self-care, technology abuse, and CETA procedures. The trainings in total will require 10-12 hours spread across several (e.g., 4) sessions. After completing training, volunteers proceed to become shadowers, in which they listen in on consultations between more senior volunteers and clients. After that, volunteers graduate to active roles where they can assist more senior volunteers in client cases. Finally, the volunteer moves on to being a case lead. Throughout we emphasize volunteer well-being, and will gradually help you become comfortable doing the rewarding work of helping clients.

Right now we ask that volunteers, after training, can commit ~10 hours of time per month. We purposefully want you to be able to meaningfully contribute to CETA without impeding on your work, education, or other interests. Most activities happen during business hours (Eastern time zone) Monday through Friday, with case leads running scheduling. The primary work is helping with client cases, for example, helping clients diagnose whether their email or social media accounts are compromised, helping them check for malicious spyware that may have been installed on their phone, understanding options for reporting harassment online, and more. We provide training on the most frequently encountered issues, and have resources for helping volunteers understand security concerns so that they can, in turn, help inform clients about their options.

Finally, in addition to working with clients, there are potential opportunities in CETA to get involved in academic research, legal advocacy, software development, resource development, and external tech training programs for IPV stakeholders.

## New Volunteer Training

Our training program focuses on equipping all volunteers, regardless of prior background, with basic knowledge of IPV and gender-based violence, self-care and secondary trauma, trauma-informed counseling, common types of technology abuse, and how to help clients secure their technology. The training is broken down into the following four sessions, with each session lasting 2-3 hours:

### **Part 1. Introduction to CETA (2 hours)**

Background and history of CETA

Mission, values, policies

Organizational structure

- CETA leadership and administration

- Key partner organizations

- Broader IPV-tech community

- Volunteer corps

Core CETA activities

- Client services

- Research

- Legal/policy advocacy

- Tech tools and software development

Clinic settings and procedures

- Case management and lifecycle

- Data collection and record keeping

- Team meetings and communication

Volunteer expectations, limitations, boundaries, safety, anonymity

### **Part 2. IPV 101 (3 hours)**

Dynamics of IPV and gender-based violence

Coercion, power and control

Stalking

Effects of trauma

Myths and realities

Safety planning

Secondary trauma and self-care

### **Part 3. Talking with Clients (2 hours)**

Trauma, bias, and privilege

Trauma-informed approaches

Active listening and validating

Working with an interpreter

### **Part 4. Discovering and combating tech abuse (3 hours)**

Client case management and appointment flow

Discovering tech abuse -- questions to ask

Conducting device and account checkups

Spyware checks

Follow up and post-appointment communication

Getting additional tech support