



Hotel Assistance Process for Survivors of Domestic Violence and Sexual Assault in Albuquerque:

- 1. Initial Contact:**
Survivors initiate contact with a designated Domestic Violence (DVRC) or Sexual Assault (SANE) organization to seek support.
- 2. Intake and Emergency Housing Criteria:**
Survivors undergo an intake process with the selected program, where emergency housing needs are assessed as a crucial criterion.
- 3. Emergency Hoteling Referral:**
If emergency hoteling is deemed necessary, the program completes a referral document.
- 4. Referral Submission:**
Business Hours Process: If during normal business hours (M-F 8am-5pm), the agency/program will contact the Albuquerque Community Safety Department (ACS) through 311 or Deputy Director, Jeffery Bustamante, for expedited processing and higher priority.
After Hours Process: If after hours, the agency/program will call 242-Cops to obtain Hoteling
- 5. Reservation Coordination:**
CORA responders promptly engage with hotels, securing room reservations based on the survivor's needs within 24 hours.
- 6. In-Person Meeting:**
Upon room reservation confirmation, survivors are met by an advocate and an ACS CORA responder. During this meeting, essential documents, such as hoteling instructions and expectations outlined by the DVSA Commission, are reviewed and signed. This process ensures clarity for a maximum stay of 5 days, unless alternative arrangements are requested.
- 7. Ongoing Support:**
Assigned DV/SA Agency continue to collaborate with survivors, offering case management services and additional support to enhance safety and well-being.

This streamlined process is designed to prioritize the safety and immediate needs of survivors while maintaining a professional and efficient approach to hotel assistance.

Professionalized Process for Emergency Hoteling of Domestic Violence and Sexual Assault Survivors in Albuquerque:

1. **Emergency Call Initiation:**
Survivors in need will contact emergency services (911) to report the situation.
2. **Law Enforcement Notification:**
911 promptly contacts law enforcement, prioritizing the connection with the Domestic Violence (DVRC) or Sexual Assault (SANE) 24-7 agency and subsequently reaching out to ACS.
3. **Immediate DV/SA Program Contact:**
Law Enforcement promptly contacts DV/SA agency for an advocate and takes into account capacity issues. Advocates are dispatched to accompany every DV/SA call, fostering continuous collaboration among agencies. If DV/SA agencies are unavailable, ACS will prioritize the call to go to scene.
4. **On-Scene Support and Assessment:**
Upon arrival, if a DV/SA advocate is available, they provide immediate support to the survivor. Essential questions are addressed, including those from a questionnaire where emergency hoteling criteria are identified.
5. **Emergency Hoteling Referral:**
If emergency hoteling is deemed necessary, the DV/SA program completes a referral document.
6. **Direct Handover to ACS Cora Team:**
The completed referral document is handed directly to the on-scene ACS Cora Team for immediate attention.
7. **Hotel Reservation Coordination:**
Cora responders promptly contact the hotel, securing room reservations based on the survivor's needs.
8. **In-Person Documentation and Consent:**
Survivors meet with the DV/SA advocate and ACS responder on scene to sign documents created by the DVSA Commission. These documents outline hoteling instructions and expectations for a maximum of 5 days, unless alternative arrangements are requested.
9. **Monday Review Meetings:**
ACS meets with programs on Mondays, reviewing cases from the weekend to ensure survivors' immediate needs are met.
10. **Ongoing Support and Case Management:**
If further hoteling is required, survivors engage with programs for continued support, including case management and other services to enhance safety.

This protocol aims to efficiently respond to emergency situations, placing survivor needs at the forefront while fostering seamless collaboration between law enforcement, DV/SA programs, and ACS.