

Jesse is a 14-year-old boy who currently being sexually harassed at school because he is gay. Jesse and his mom got in an argument today when he didn't want to go to school. During the argument, Jesse's mother also brought up Jesse's sexual abuse and said she doesn't believe he would accuse his uncle of such terrible things.

Jesse's counselor told him to call the hotline/helpline if he felt like cutting himself, so he would have someone to talk to. He has started feeling like cutting today but has not. His is calling to talk to you instead.

Using your active listening skills, what is Jesse saying and feeling? What are some ways you can respond?

What are some ways you might help to re-empower Jesse?

What are some ways you might help Jesse re-connect?

Angela is a 43-year-old woman who was sexually abused by her brother, Mike. Angela never told anyone. Until recently, she coped very well and thought she had put the abuse behind her. Recently, Angela's 13-year-old niece, Trinity, revealed that Mike has been sexually abusing her as well. Trinity is pregnant because of Mike's abuse. Angela calls the hotline/helpline and is distraught with guilt and shame.

Using your active listening skills, what is Angela saying and feeling? What are some ways you can respond?

What are some ways you might help to re-empower Angela?

What are some ways you might help Angela re-connect?

Victoria is a 22-year-old college student who is worried about going home for the upcoming holiday break. Victoria has managed to stay busy with school, work, and friends during breaks but her mom keeps begging her to come home and Victoria is running out of acceptable excuses. Victoria calls the hotline/helpline and shares with you that she is feeling really overwhelmed, anxious, and unsure of what to do. She is worried about going home because it will be impossible for her to avoid her stepdad, who used to come into her room at night and touch her.

Using your active listening skills, what is Victoria saying and feeling? What are some ways you can respond?

What are some ways you might help to re-empower Victoria?

What are some ways you might help Victoria re-connect?

Ted calls the hotline/helpline because his son just told him about a secret game he plays with the coach. Ted feels angry and betrayed by the coach and says “I’m afraid I’ll kill him.” Ted doesn’t know what to do or how to help his son. He keeps thinking about the Jerry Sandusky case and wants to make sure that he does the right thing but knows that it may bring media attention and then everyone in town will know what happened to his family.

Using your active listening skills, what is Ted saying and feeling? What are some ways you can respond?

What are some ways you might help to re-empower Ted?

What are some ways you might help Ted re-connect?

Debra has worked for child protective services for 15 years responding to cases of child sexual abuse within a ten county region. Debra calls the hotline/helpline and says that she is feeling really overwhelmed and sad, and going through a lot of emotions that she hasn't dealt with in a long time. Debra says that she is having a hard time getting "Lucy" out of her head. "Lucy" is a little girl from a long past case, and Debra can't seem to stop thinking about her and now all the kids she works with remind her of "Lucy". Debra isn't sure what is wrong with her and keeps saying that "after all these years, I should be over it by now."

Using your active listening skills, what is Debra saying and feeling? What are some ways you can respond?

What are some ways you might help to re-empower Debra?

What are some ways you might help Debra re-connect?

Marissa is a 16-year-old high school sophomore. Tonight she went to the school dance and to a party at a friend's house after. It is 3:00 am and Marissa calls the hotline/helpline from her car, she is crying and saying she doesn't know what to do. Marissa tells you that one of her friends woke her up from the couch in the basement. Her friend told her that a couple boys at the party are telling everyone that they had sex with her. Marissa's friend also thinks that some of them have pictures. Marissa says she "will just die" if what her friend told her is true and "oh my god, what if my parents find out."

Using your active listening skills, what is Marissa saying and feeling? What are some ways you can respond?

What are some ways you might help to re-empower Marissa?

What are some ways you might help Marissa re-connect?

Maria is a 43-year-old immigrant woman. English is not Maria's first language and she is deeply connected to her culture and faith practices. She is currently married. Maria calls the hotline/helpline because she has discovered that her husband, Arturo, has been cheating on her by texting and Facebook chatting with other women. Maria has also discovered that one of the women works with Arturo at the same company and some of the texting indicates some physical contact between them. When Maria confronted Arturo he told her that he does not believe he was cheating because he is not touching the other women, they are just having hot conversations. Maria shares with you that when she was a child she suffered sexual and physical abuse by different people. She also shares that when she was 18-years-old she had her first sexual experience with a boy she met in her country. Maria tells you that at the time she was confused about healthy sexual relationships and she believes that she was not ready for that experience. Arturo knows about her this experience because she told him before they got married; however, Arturo has been accusing Maria of still loving the other boy and that is why sometimes she does not feel like having sex with him.

Using your active listening skills, what is Maria saying and feeling? What are some ways you can respond?

What are some ways you might help to re-empower Maria?

What are some ways you might help Maria re-connect?