



PREVAIL

Hero of the Month!

February 2021 Courtney Kibble!

From Left: Courtney Kibble, TCC and Stephanie Holmes-Gullans, Prevail

Just like most companies and agencies all over the world Prevail endured some great challenges and obstacles during this global pandemic. In March of 2020 we were all trying to do our best figure out ways to remain in business and provide the quality of services that our customers deserve while remaining safe. As victim advocates we have an obligation and privilege to our clients to keep their information confidential. Now the question becomes how do we do that at home? How do we provide safety plans, connect to shelters, share coping strategies, and connect our clients to all of the other resources they need in a secure and private way? This was quite the challenge. How do we even communicate with our clients to check in?

The Cellular Connection (TCC) was the answer to help Prevail overcome this barrier. Prevail was already so fortunate to have a community partner like TCC that offers the More Than a Phone Program. This program donates smart phones and data service to survivors of Domestic Violence. Their goal is to help those in need stay connected; as most of us know our wireless devices are nearly a necessity. When faced with a traumatic life event, the reassurance of being connected can help reduce some stress.

Prevail reached out to Courtney Kibble, Program Director of More Than a Phone, and her team at TCC for a big ask. We needed over 20 phones so that our advocates could offer safe and secure services to our clients. They very quickly said they would be happy to help and if we needed more phones for our clients to just ask. In fact, when we did need more phones they were hand delivered straight to our office. What a gift!

As we were wrapping up 2020 and thought we might be in the clear with a Pandemic free 2021, we were told COVID numbers were rising. Prevail had to move back to more remote appointments. This meant we needed another round of phones. Courtney and the More Than a Phone program stepped up yet again! We absolutely could not have done our work at this very important time without the support of Courtney Kibble and the More Than a Phone program. We are beyond grateful and this is why you are Prevail heroes!

Thank you Courtney! You are our hero!