

2014-
2017

Mohawk Valley Collaboration Charter

RCIL & YWCA

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RCIL

Mohawk Valley Collaboration Charter

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Mohawk Valley Collaboration Charter

Together, Resource Center for Independent Living and YWCA Mohawk Valley are working in Herkimer and Oneida Counties to improve services for individuals with disabilities who have experienced domestic violence/sexual violence (DV/SV).

This work would not be possible without the knowledge, compassion, expertise and dedication of the members of the Mohawk Valley Collaboration, or the foresight and support of the members' parent organizations, Resource Center for Independent Living and YWCA Mohawk Valley.

Receiving U.S. Department of Justice, Office for Violence Against Women funding in 2014, the Mohawk Valley Collaboration, comprised of the Resource Center for Independent Living and the YWCA Mohawk Valley began the work of identifying ways to improve access to services for domestic violence/sexual violence survivors with disabilities. Our work will be conducted in Herkimer and Oneida Counties of the Mohawk Valley in central New York State. This charter will guide our work.

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ABOUT OUR AGENCIES



RCIL provides relevant, creative, and innovative leadership to advance the civil rights of individuals with disabilities and advocates for social progress that allows for all human beings to be integral, participating members of our society.

As a civil rights organization, RCIL offers a wide range of independent living and advocacy services for and — most importantly — with people with disabilities. Together, we strive to promote the fact that it is a basic human right to participate in society as self-determining individuals, choosing our own paths and contributing to the advancement of our families, our professions, and our communities.

Independence is the key to the successful achievement of our goals. RCIL helps disabled individuals of all ages to obtain community supports and services they need to live independently. Whether this means getting an education, obtaining competitive employment, or living in one's own home, our programs are designed to provide a full spectrum of support and advocacy.

With more than 2,200 employees in 38 counties across Upstate New York, RCIL is the largest independent living center in the state and one of the largest in the nation. This dedicated and committed staff works every day to promote individual rights and the unique abilities of each person. Through all stages of life, RCIL is there to ensure that individuals have the services and supports they need to thrive on their own terms.

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YWCA Mohawk Valley

The YWCA Mohawk Valley is a nonsectarian membership organization dedicated to its mission of eliminating racism, empowering women, and promoting peace, justice, freedom and dignity for all. Founded in 1885 and incorporated in 1904, the agency serves over 10,000 individuals each year in Herkimer and Oneida counties. The YWCA provides such life-changing programs as domestic and sexual violence crisis services, emergency and transitional housing for domestic violence victims, housing and support for runaway and homeless girls, violence prevention education, and outreach.

The YWCA also co-facilitates the Domestic Violence Sexual Violence Coalition of Oneida County, an assembly of local service providers, law enforcement, district attorney representatives, and court personnel gathered to collectively address the issues of domestic and sexual violence in Oneida County.

In Herkimer County, we not only work with adult sexual violence victims, we operate a nationally accredited child advocacy center (CAC) that brings together a multidisciplinary team of law enforcement, child protective services, district attorney's office, mental health services, and victim advocates. The team works collectively to ensure the uniform handling of child sexual and severe physical abuse cases and helps victims and their non-offending family members heal.

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VISION STATEMENT

The Mohawk Valley Collaboration envisions a community where people with disabilities who are survivors of domestic violence or sexual violence are aware of and have access to safe, welcoming, effective, individualized services that meet their unique needs. Because of the work of this collaboration, individuals are empowered and able to make informed, self-directed decisions.

MISSION STATEMENT

The mission of the Mohawk Valley Collaboration is to create a sustainable culture between and within our organizations that ensures services are safe, welcoming, responsive and effective for all survivors with disabilities in our community. We will accomplish this by the following:

- Developing and implementing policies and procedures that are trauma-informed, person centered and promote healing. This will result in the development of innovative best practices that are informed by the voices of survivors with disabilities.
- Ensuring staff, volunteers and providers will be informed and knowledgeable, with access to resources and supports. This will lead to their increased comfort and confidence in working with survivors with disabilities.
- Fostering collaboration between our organizations by recognizing and sharing our expertise through trusting, open and transparent dialogue.

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VALUES & ASSUMPTIONS

The Mohawk Valley Collaboration holds several basic values and assumptions which we believe are the basis of our efforts, and which will guide our collaboration's work.

Values:

- **Empathy:** We believe that empathy comes from understanding how experiences affect people in different ways. Education fosters empathy and the understanding of trauma.
- **Respect:** We need to consider our experiences, personally and professionally, on an individual as well as an organizational level in order to work effectively, incite change, and improve lives. We believe that person first language and language which avoids the use of violent references, metaphors or analogies are forms of respect which will be exercised within and through our work. We will also strive to understand and regard the cultural preferences of the individuals we encounter.
- **Trust and Transparency:** We will speak and act in the best interest of the collaboration and those we serve. Trust is essential to our group on many levels; without it, we cannot effectively function as a team. We believe that transparency among the members of our collaboration will lend to our success. Everyone should feel equally engaged, informed and free to express themselves to anyone within the group. Similarly, if we don't earn the trust of those we serve, we cannot assist them to achieve their best possible outcomes.

Mohawk Valley Collaboration Charter

Values (cont'd)

- **Integrity:** It is our mission to exercise the highest levels of professionalism and trust during this venture. The actions and work of this group, including interactions with the people we engage, whether consultants, service providers, or survivors, will serve as living examples of the integrity of the Mohawk Valley Collaboration.
- **Compassion:** The members of our collaboration have a combined experience in the fields of disability rights and services, survivor rights and services, and human services which exceeds 100 years, and through that experience, believe compassion is key to the work we've done over the course our careers, as well as our continued work on this and other projects. It is this compassion which fuels the commitment to ensuring accessible services for all through significant systems change.
- **Expertise:** The members of our collaboration are leaders in our respective fields. Together we are well positioned and committed to identifying the problems and inciting the change needed to help the individuals we serve to access survivor services by filling the gaps in our current programs.
- **Teamwork:** Our collaboration is committed to working together to accomplish the goals we identify as important to our community. Each agency fully realizes that we cannot create the change our communities need without the other.
- **Accountability:** As a team, we will hold one another accountable by openly and respectfully sharing and expressing our thoughts, reactions, and ideas. We will acknowledge our missteps along the way and use them as experiences from which to learn and grow.

Mohawk Valley Collaboration Charter

Values (cont'd)

- **Empowerment:** By following our core set of values, our collaboration will become empowered to effectively create change. The individuals we support will be empowered by knowing they are understood, that there are options other than isolation and abuse, and by having their voices heard and listened to.
- **Safety:** We believe that everyone deserves to live in the environment of their choice that is safe, free from abuse and the fear that it instills.
- **Education & Knowledge:** We have a responsibility to provide as much information as possible about our respective fields to each other's organization and the community, while remaining mindful that not everyone learns in the same ways. The provision of *learnable* information is the key. Knowledge is imperative on all levels of what this collaboration aims to accomplish. As a team, we will strive to learn as much as we can about each other, the people our agencies serve, and the services we each provide. We have a greater responsibility to educate our respective staff, and the individuals who come to our agencies for service, so that they become knowledgeable, empowered and able to live independently and violence free.

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VALUES & ASSUMPTIONS (cont'd)

These assumptions are our perceptions of the environment within the SV/DV and Disability communities of our area served; they are based on what we see and hear.

Assumptions:

- The members of the Mohawk Valley Collaboration acknowledge that while we share a common goal of providing better access to services for individuals with disabilities who are survivors of domestic violence/sexual violence (DV/SV), we may encounter differences in philosophy and service delivery. It is assumed that when these encounters are met, the group will thoroughly, openly discuss the problem, and move forward in a way which is respectfully productive without compromising one another's philosophical base or individual identity, while retaining the integrity of the collaboration.
- We acknowledge the dire need for both organizations to become better informed about how to more effectively work with each other's population of people served. Together, as experts in our respective fields, RCIL and YWCA Mohawk Valley are well positioned to effectively change the way we think about how disability can impact the DV/SV survivor, and their ability to overcome the trauma of abuse.
- People with disabilities who have experienced DV/SV need to have an integrated, accessible venue which enables them to begin to heal from the abuse they've endured. The camaraderie one experiences while in shelter may facilitate healing and should be accessible to all survivors of DV/SV who want this experience. Moreover, non-residential services make up the greater portion of assistance provided, therefore communication and cognitive access should be considered equally as urgent as physical access, enabling all women with disabilities to benefit from all the services YWCA has to offer.

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Assumptions (cont'd)

- The members of this collaboration are committed to actively participating in spurring systems change in order to provide an improved, comprehensive, effective, accessible experience to those individuals with disability who are DV/SV survivors.
- RCIL provides services to thousands of individuals who live independently in our communities. Staff at RCIL who work directly with individuals with disabilities would benefit from learning about DV/SV from experts in that field. Regardless of position however, all staff at RCIL should be aware, and supportive of the work of the collaboration and its importance to the community.
- We have an obligation to provide comprehensive service to people with disabilities who are living in abusive situations.
- We have an obligation to our respective staff members to help them develop the skills needed to recognize disability and DV/SV, and thereby foster their ability to better serve our communities.
- We recognize the stress sometimes experienced by service providers and its negative impact on the health and well-being of the individual. We will work together to find solutions to that problem, in an attempt to reduce mental fatigue, physical illness and “job burnout”. A healthy employee is an effective, empowered employee.
- A model of Trauma Informed Care is one which we feel is the most comprehensive approach to providing services to survivors of abuse, benefitting not only the survivor, but the service provider as well.

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CONTRIBUTIONS & COMMITMENTS

RCIL and the YWCA Mohawk Valley agree to advise and provide understanding to one another about each other's philosophy, service delivery methods and history so we may have a better understanding of one another's role in the community. In coming together we will become better able to serve individuals with disabilities who are experiencing and surviving domestic violence and/or sexual abuse. We will fulfill these commitments by contributing in the following ways:

Individual Collaboration Members will:

- Become informed about each other's organizations' structure, culture, philosophy.
- Individually, we will learn about each other's work habits, communication styles and strengths.
- Attend, engage, and actively participate in weekly meetings.
- Review materials and complete assignments between meetings to ensure that meeting time is productive.
- Communicate between meetings as necessary and appropriate.
- Share expertise to increase awareness and knowledge.
- Commit to the people we serve by providing opportunities for their sharing of experiences and hearing their voices.

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CONTRIBUTIONS AND COMMITMENTS (cont'd)

- Exercise mutual respect and honesty as outlined in the meeting guidelines (pg. 34).
- Keep leadership apprised about the progress of the work of the collaboration by regularly communicating updates and with face to face meetings several times per year, and as needed.
- Promote project buy-in at all levels of each organization by sharing progress at staff meetings, informing on-boarding staff of the work of the project at new staff orientation, and with pertinent all-staff emails as the project unfolds and progresses, as outlined in the Internal Communications section (pg.36-37).
- Practice openness to new experiences and ideas, embracing the idea of change as a positive forward step.
- Participate in technical assistance and OVW funded events such as in-person grantee meetings, OVW and /or Vera Institute site visits, and web-based training and teleconferences.
- Actively participate in the development and review of project deliverables.

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CONTRIBUTIONS AND COMMITMENTS (cont'd)

- Participate in all aspects of the grant program, including:

- collaboration building: by attending and actively participating in weekly meetings, members will contribute to the building and growth of the collaboration, and the development of the collaboration charter.

- needs assessment: Members will participate in the design and delivery of the needs assessment process. Activities may include recruiting consumers to participate in listening sessions and hosting and facilitating these sessions during this phase of the grant.

- strategic planning: Again, active, open participation by all members will be essential to this phase of the work. These activities may include planning and prioritizing activities, based on input received from staff, board members and consumers; seeking assistance of others within their organizations to participate in listening sessions, as well as prioritizing activities and promoting organizational buy-in throughout the course of the project.

- reporting requirements: please see each organization's responsibilities, outlined in the following pages, as they pertain to this activity.

- implement aspects of strategic plan including policies and protocols and budgetary implications

- commit to following media and external communication plan (pg. 41-44).

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CONTRIBUTIONS AND COMMITMENTS (cont'd)

Additionally, individual members of the collaboration will commit to other, specific duties, including but not limited to the following.

Project Coordinator commits to:

- Submitting project deliverables to Vera Institute/OVW.
- Editing all project deliverables in preparation for submission to Vera Institute/OVW.
- Relaying information from Vera Institute/OVW to the collaboration and vice versa.
- Scheduling, coordinating and informing collaboration members of meetings, trainings, etc.
- Tracking data during the reporting period and submitting data to RCIL's Grants Administrator for entry into the GMS System.
- Reviewing YWCA invoices and submitting purchase vouchers to RCIL Finance Department, thereby authorizing payment.

Administrative Assistant commits to:

- Recording, retaining and disseminating meeting minutes to the collaboration.
- Developing tools to be utilized by the collaboration for the purposes of tracking information during the development phase of the work.

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CONTRIBUTIONS AND COMMITMENTS (cont'd)

At the Organizational Level

RCIL Commits to:

- Dedicating staff and resources:

-Two staff members, and Project Coordinator will attend weekly 1 ½ hour meetings, contributing to the development of deliverables and the forward motion of the work. RCIL staff will also be actively involved in the facilitation of listening sessions and the compilation of data during the strategic planning phase of the grant.

-Executive leadership will be advised, consulted, and kept abreast of the progress of the collaboration's work throughout the grant process. Executive Director will attend collaboration meetings quarterly, or as needed.

-RCIL will employ and supervise the collaboration's Project Coordinator.

- Providing linkage to the YWCA website.
- Implementing the policy and practice changes as identified by the collaboration's work, including those that may include budgetary implications.

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CONTRIBUTIONS AND COMMITMENTS (cont'd)

RCIL Commits To:

- Engaging in activities for semi-annual and financial reporting:
 - RCIL's Finance Department will receive YWCA's Quarterly Financial Status Report, and appropriately submit that information via the GMS System.
- Raising the consciousness of RCIL staff members and populations served about violence against women with disabilities and new approaches in prevention, and gaps in existing services.
- Recruiting appropriate staff to assist with listening sessions and other activities during the needs assessment phase of the grant, to increase staff buy-in.
- Providing expertise and experience regarding disability and the disability rights movement, services and supports for people with disabilities, independent living, and meeting the access and accommodation needs of people with disabilities.
- Ensuring financial and semi-annual reports are submitted in a timely fashion.
- Assuming fiscal responsibility to subcontractor, YWCA.
- Use of the resources of the organization:
 - Information Technology (I.T.)
 - Communication and Development

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CONTRIBUTIONS & COMMITMENTS (cont'd)

RCIL Commits To:

Use of the resources of the organization (cont'd):

-Material Development

-Hiring and supervision of the Program Director, Project Coordinator, Advocate and Administrative Assistant.

o Approved staff time as follows as:

-Project Coordinator 100% Full Time Equivalent (FTE) for 3 years

The duties of this fulltime position include, but are not limited to, collecting and analyzing data during the planning and development phase, and facilitating program activities during the implementation phase of the grant. The Project Coordinator will also edit and submit project deliverables, schedule and facilitate collaboration meetings, inform the collaboration of updates from OVW/Vera Institute and vice versa; complete and submit all reports on time and review and approve YWCA invoices for process and payment by RCIL Finance Department.

-Advocate 40% FTE for 3 years*

The experience of the Advocate will be integral to the needs assessment phase of the grant. The advocate will facilitate listening sessions with women with disabilities, as well as advise the collaboration on disability rights and awareness throughout the grant period.

-Program Director 10% FTE for 1 year; 5% FTE for 2 years

As a member of the collaboration, this person advises the collaboration on the services and programs provided by RCIL.

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CONTRIBUTIONS & COMMITMENTS (cont'd)

RCIL Commits To (con'td):

-Administrative Assistant 20% FTE x 3 years*

The Administrative Assistant records, retains and disseminates meeting Minutes; collects and organizes program data and assists the Project Coordinator as needed.

-Executive Director 10% FTE x 1 year; 5% FTE x 2 years

RCIL's Executive Director will receive regular updates on the work of the collaboration, and provide consultation to the group by advising and approving the initiation of policy and practice changes within the organization. Executive Director will also promote organizational buy-in.

Staff time may be reconfigured as appropriate.

*At the time of this writing, these roles are filled by one individual.

YWCA Commits To:

- Dedicating staff and resources

-Two staff members will contribute to the development of deliverables and the forward motion of the work by attending weekly 1 ½ hour meetings, and reserving time to work on collaboration related projects between meetings as well. YWCA staff will also be actively involved in the facilitation of listening sessions and the compilation of data during the strategic planning phase of the grant. Additionally, collaboration members will identify YWCA staff outside of the collaboration to assist with listening sessions and other activities during the needs assessment period. This will increase staff buy-in at the YWCA.

-Executive leadership will be advised, consulted, and kept abreast of the progress of the collaboration throughout the grant process. Executive Director will attend collaboration meetings quarterly, or as needed.

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CONTRIBUTIONS & COMMITMENTS (cont'd)

YWCA Commits To (cont'd):

- Providing expertise and experience regarding domestic violence/sexual violence (DV/SV), and the services and supports available to survivors of DV/SV.
 - Providing linkage to the RCIL website.
 - Timely Submission of financial vouchers to meet reporting requirements as outlined in the grant.
 - Providing trauma-informed care training and expertise.
 - Approved staff time as follows:
 - Executive Director 19% Full Time Equivalent (FTE) for 3 years
YWCA's Executive Director will receive regular updates on the work of the Collaboration, and provide consultation to the group by advising on and approving the initiation of policy and practice changes within the organization. Executive Director will also promote organizational buy-in.
 - Crisis Services Director 19% FTE for 3 years
As a member of the collaboration, this person advises the collaboration on the services and programs provided by YWCA.
 - Crisis Services Assistant Director 4% FTE for 3 years
The experience and input of the Crisis Services Assistant Director is integral to the work of the collaboration throughout the grant phase.
- Staff time be reconfigured as appropriate.

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DECISION MAKING PROCESS

Process:

The Mohawk Valley Collaboration will utilize the **consensus style** of decision making because we feel it provides the opportunity for all members to express and explain their opinions, and have an equal voice in the direction of the work. Furthermore, we feel this style of decision making will allow us to explore our options, looking at them through different lenses via open, honest dialogue in which all members participate.

Ideally, we will limit decision making to in-person meetings; only in extreme circumstances would we resort to making decisions remotely via telephone or email communication. Likewise, all members will be present for final decisions. If that is not possible, the absent member will be consulted either by phone or email in order to move forward in the event the decision is time-sensitive. In the event of an extended absence of more than one work week, the present collaborators will make the decision and inform the absent collaborator upon their return.

We will use our vision, mission, values and assumptions as our guides for making decisions. If we are not able to reach immediate consensus, we will employ a gradient decision making process utilizing a 4 point scale as follows:

1 = The member does not agree with the decision and does not want it to go forward.

2 = The member at number 2 requires more discussion, and information before the ability to agree with the decision.

3 = The member has reservations about the decision, but recognizes that it is probably in the best interest of the collaboration and will therefore go along with the consensus and help to implement the decision.

4 = Is in complete agreement with the decision.

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DECISION MAKING PROCESS (cont'd)

We will utilize the polling method to identify the level of agreement or disagreement.

- Any collaboration member may initiate a poll using the gradient scale; the Project Coordinator will facilitate polling.
- In turn, each collaboration member will express her/his position on the gradient, and their reason.
- Collaboration members will unabashedly express why they feel the way they do, whether they are in agreement or disagreement.
- At this time collaboration members may request information to clarify any misunderstandings, to offer additional information, or to ask questions.
- We will move forward with a decision if all collaboration members are at least 3.
- We will not move forward with a decision if any member is 1 or 2, rather we will engage in dialogue in an attempt to consider alternatives, or provide information and clarity. Questions to consider are: is more information needed? What is/are the alternative(s)? What are the specific concerns?
- If at any time, new information is revealed which impacts a decision made, the Collaboration will revisit the decision and utilizing the consensus method, determine whether or not the decision should be changed.
- Depending on the urgency of the decision, the group may decide to table a discussion regarding a decision if consensus is not reached, returning to it a later time.

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Decision Making Authority:

At the **collaboration level**, we will discuss and make decisions which affect the work of the project, such as, but not limited to the following:

- Meeting schedule and location.
- Submission of deliverables to Vera Institute for feedback. Once input is obtained from Vera Institute, the collaboration will determine how or if the recommendations will be implemented before sending along to Executive Leadership for their approval. The deliverable does not have to be returned to Vera Institute, unless the group thinks input from Technical Assistance Provider is needed. Once the collaboration, including Executive Leadership is in agreement on the final product, it will be sent to OVW by the Project Coordinator for final approval.
- Collaboration structure, to include the addition of new members or consultants.
- Determining who will attend training events.
- Development of products, including content and design.
- What ideas to take to partner agency decision makers, and when to take that step.
- What community events, meetings, groups, etc. to join or attend for the benefit the collaboration.

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DECISION MAKING AUTHORITY (cont'd)

At the Collaboration Level (cont'd):

- The use of grant funds for events or activities which have not been agreed upon previously.
- The need to restructure the group or the group's work process.
- Whether or not to cancel scheduled meetings due to inclement weather or other extenuating circumstances, as outlined in the Communications Plan (pg. 38).

Being the lead agency for the grant, RCIL has unique decision making ability, such as, but not limited to the following:

- The ultimate decision to terminate or replace the Project Coordinator is that of RCIL.
- Final decisions regarding budget modifications are those of RCIL.
- RCIL has the authority to replace or terminate MOU partners.

Executive Leadership from both partner agencies have decision making authority which includes, but is not limited to the following:

- Determining who will represent their organizations, based on input from the team pertaining to their ability to commit to the work and participation in meetings and activities.
- Hiring, supervision and termination of Collaborators, if deemed necessary by input from the team, and/or their agency's representative(s).
- Approval and signature of Memoranda of Understanding (MOUs), contracts, etc.

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DECISION MAKING AUTHORITY (cont'd)

- RCIL's Executive Leader has decision making authority pertaining to the approval of budgets.
- Approval of the deliverables listed below, after they have been submitted to, and approved by Office on Violence Against Women (OVW) and/or Vera Institute of Justice.
 - Collaboration Charter
 - Needs Assessment Plan
 - Strategic Plan
- Policy changes as identified during implementation.

The Fiscal Manager, RCIL has the authority to make decisions which include, but are not limited to the following:

- Providing fiscal administration of the budget.
- Assisting with the allocation of grant funding.
- Submission of fiscal reports to OVW.
- Final approval of the budget.

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CONFLICT RESOLUTION PLAN

The members of this collaboration realize that conflict will most certainly arise in our work. We welcome these opportunities to express and listen to opinions other than our own. We realize that healthy debate serves many beneficial purposes, from the delivery and consideration of different views to a general clearing of the air among the group. The collaboration commits to the encouragement of debate among members by creating and maintaining an environment where respectful listening to and thoughtful consideration of others' ideas, as well as openness and honesty are the standard.

Collaboration Style of Conflict Management- cooperating with the other party to understand their concerns and expressing your own concerns in an effort to find a mutually agreed upon, and completely satisfactory solution (also see glossary, pg. 49).

The Mohawk Valley Collaboration will employ the **Collaboration Style** of conflict management. Each partner values the other's commitment to the work and therefore we believe we should strive for a "win-win" outcome for all involved. In allowing ourselves the "discomfort" of working through conflict, we will have thoroughly explored all ideas and options available. We believe in doing so, the eventual result will be a more holistic experience for those we serve.

Conflict Among Collaborators:

- Each weekly meeting will provide opportunity for members to express opinions on what is working or not working in general, as well as what and how change should occur. The intent of these weekly "check-ins" is to keep communication open among the group.
- If there is conflict between members, those members should meet, discuss and attempt to resolve their conflict privately, provided both parties feel this can be done safely. This initial step is encouraged, as the collaboration realizes that a conflict of this type could potentially derail the work at hand. It is also recommended that the issue remain between the conflicted parties

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CONFLICT RESOLUTION PLAN (cont'd)

unless the matter cannot be resolved this way. During this initial meeting the members may determine that they need the assistance of an outside party(ies) to resolve the conflict.

- The Project Coordinator may mediate the discussion privately with the parties, or with the full group, depending on the circumstances of the conflict and wishes of the parties involved.
- If necessary, the individual's supervisor will be informed of the problem and asked to assist with its resolution.
- If after taking these steps, the conflict is not resolved, the Project Coordinator will consult OVW/Vera Institute for assistance.
- If the conflict remains, an outside mediator will be utilized.
- The full group will be apprised of the outcome of the situation.

If there is conflict among the group which pertains to work process, philosophy, et cetera:

- The group will engage in open, respectful dialogue to explore all aspects of the conflict, including any aspects which are agreed upon or not and which are negotiable or non-negotiable.
- Each member will share their opinion and perspective on the matter, and will be received with thoughtful, respectful consideration by the other members. The collaboration may agree that it is necessary to involve Executive Leadership of the organizations.

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CONFLICT RESOLUTION PLAN (cont'd)

- The group may agree to postpone further steps toward resolution until research can be done or to provide additional process time. However, to avoid stalling the work of the collaboration, the Project Coordinator will keep OVW/Vera apprised of such conflicts so advice can be received and to keep them aware of what is happening.
- If the conflict remains, an outside mediator will be utilized.
- The full group will be apprised of the outcome of the situation.

Conflict Between Collaborator and Project Coordinator:

- The Collaborator and Project Coordinator will meet privately to discuss the conflict, and to determine whether or not to take the conflict to the full collaboration for appraisal. If the two parties feel they need the input of the full collaboration in order to reach agreement, they will do so.
- If taken to the full group, the group will decide who will mediate the discussion, if necessary.
- If the collaboration feels it is necessary to involve RCIL's Executive Leadership, that will occur.
- If the issue cannot be resolved among the collaboration, the group will decide who will contact OVW/Vera Institute to request assistance.

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CONFLICT RESOLUTION PLAN (cont'd)

- If the conflict remains, an outside mediator will be utilized.
- The full group will be apprised of the outcome of the situation.

Conflict Between Collaboration and Organizational Leadership:

- The collaboration will discuss the nature of these types of conflict and determine together who will mediate the conflict, and how it will be done.
- If necessary, outside mediation will be utilized.
- The full group will be apprised of the outcome of the situation.

DRAFT

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CONFIDENTIALITY AGREEMENT

As it pertains to partner organizations:

Because we are working toward sustainable systemic change within our organizations, it may be necessary to share information about the partner agencies which may or may not be typically discussed with other organizations in our community. To be effective in our goal, we need to acknowledge our shortcomings as well as our accolades. Therefore, we agree to exercise confidentiality and carefully consider what information leaves the collaboration table and reaches our peers outside of the collaboration.

Examples of what should be given extra consideration are:

- Agencies' policies, procedures or protocol which the collaboration feels are questionable or in conflict with our work.
- Politics of the partner agencies.
- Personal information about any staff person from either organization.

When information such as the above examples are shared, the collaboration will:

- Omit names or identifying information
- If in doubt about whether or not information is appropriate to share with the collaboration, members will consult with their respective Executive Leadership team prior to bringing it to the collaboration.

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CONFIDENTIALITY AGREEMENT (cont'd)

As it pertains to the people we assist:

Partner agencies' confidentiality policies, along with state/federal mandated reporting requirements will always be complied with. New York State's Mandated Requirements are outlined below. As a rule, the specifics of any individuals' situation will not be discussed by the collaboration in a way that identifies the individual, unless explicit permission is provided by the individual. Situations may arise which would bear discussion by the group in order to illustrate a point, and provide understanding; those situations should be explored and discussed in the manner described above. This level of discretion is essential to the protection, safety, well-being and the preservation of dignity of the people we serve.

Mandated Reporting:

In New York State, the mandatory reporting requirements for abuse/neglect of adults with disabilities who are living in certified settings are established and overseen by the Justice Center for People with Special Needs. RCIL provides services offered by programs overseen by the Justice Center, and must therefore abide by their requirements. In the case of abuse/violence against children, members of both agencies are mandatory reporters. Justice Center Guidelines for mandated reporting of adults with disabilities are as follows.

Who are Mandated Reporters?

Mandated Reporters are (1) Custodians and (2) Human Service Professionals.

1 .Custodians:

Employees, volunteers, directors and operators of the facilities and providers; and External staff who have regular and substantial contact with the people being served.

2. Human Service Professionals:

Child Care or Foster Care Worker; Chiropractor; Christian Science Practitioner; Coroner; Dental Hygienist; Dentist; District Attorney or Assistant District Attorney; Emergency Medical Technician; Hospital Personnel engaged in the admission,

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CONFIDENTIALITY AGREEMENT (cont'd):

examination, care, or treatment of persons; Intern; Investigator employed in the office of the district attorney; any other Law Enforcement Official; Licensed Creative Arts Therapist; Licensed Marriage and Family Therapist; Licensed Mental Health Counselor; Licensed Occupational Therapist; Licensed Physical Therapist; Licensed Practical Nurse; Licensed Psychoanalyst; Licensed Speech/Language Pathologist/Audiologist; Medical Examiner; Mental Health Professional; Nurse Practitioner; NYS Office of Alcoholism and Substance Abuse - all persons credentialed by OASAS; Optometrist; Osteopath; Peace Officer; Physician; Podiatrist; Police Officer; Psychologist; Registered Nurse; Registered Physician's Assistant; Resident (medical); School Official; Social Services Worker; Social Worker; Surgeon

As collaborators, we agree that individuals have the right to keep private any aspect of their life, including abuse, and will not report incidences of abuse in which the individual is not ready to do so. Many times people have strong feelings about why they are not ready to report, or to have reported, the abuse they live with. The wishes of these individuals will be honored when no violation of governing agency regulation, or mandated reporter status is involved.

Our partner agencies employ Licensed Creative Arts Therapists and Licensed Social Workers, both of whom are Mandated Reporters; one of which is a collaborator.

As it pertains to information shared within and by the collaboration:

- Personal information shared between collaboration members will be regarded as private and confidential.
- Personal information shared with the collaboration by individual team members will be considered confidential and will not be discussed outside of the collaboration.

Mohawk Valley Collaboration Charter

CONFIDENTIALITY AGREEMENT (cont'd):

- If there is potential that shared personal information could have an impact on the collaboration, the Project Coordinator may need to seek guidance from her/his supervisor, Vera Institute or OVW. In the event this should occur, the collaborator will be notified, and the full collaboration will be apprised of the outcome. If information is shared by a collaborator with the Project Coordinator, in confidence, but could potentially impact the collaboration, the Project Coordinator will consult with her/his supervisor, Vera Institute or OVW. In the event of this occurrence, only the collaborator involved will be informed of the outcome. In either instance, the collaborator will be informed that the Project Coordinator will be discussing the matter with someone outside of the collaboration. Also, if the Project Coordinator's supervisor is a collaborator and the information shared was meant only for the Project Coordinator, guidance would be sought from someone outside of the collaboration in order to preserve privacy.
- If a collaborator is also a mandated reporter, and discloses information about abuse to another collaborator, or the full group, the Project Coordinator is responsible for any corrective measures (see page 33); the collaborator receiving the disclosure will be informed of the appropriate corrective measures. Should this be necessary, the disclosing collaborator would be informed, and the full collaboration would be apprised of the outcome.
- If information is shared electronically, these correspondences should be considered confidential to the group and permission from all members should be obtained before sharing with anyone outside of the collaboration.

Mohawk Valley Collaboration Charter

CONFIDENTIALITY AGREEMENT (cont'd)

As it pertains to information shared within and by the collaboration (cont'd):

- Meeting minutes which have been approved may be shared with Executive Leadership of partner agencies and board members of partner agencies. The collaboration reserves the right to keep meeting minutes private to members based on content as outlined on page 37.

Corrective Measures:

In the event of a disclosure of protected information, the Project Coordinator will collect and inform the agency(ies) compliance officer(s) of the following information:

Date of Disclosure

Date of Discovery of Disclosure

Date Compliance Officer(s)/Executive Director(s) Notified

Discloser of Protected Information

Name/Address/Agency in Receipt of Disclosure

Description of Disclosure: information disclosed and how disclosure was made.

Mohawk Valley Collaboration Charter

COMMUNICATIONS PLAN

The collaboration's members understand that good communication is essential to our success; we realize the need to deliver messages which are clear, concise and meaningful to one another and to individuals and entities outside of our core group. Therefore, we have discussed and agreed upon how these communications will be handled both internally and externally. Our plans for these communications follow.

Meeting Guidelines:

In order to make the most of time together during weekly meetings, the collaboration has agreed upon some guidelines to be followed.

Openness, Honesty, Speaking Freely: We recognize that we are a group comprised of multiple layers of supervision; practically everyone in the group is supervised by or supervises someone in the collaboration. We agree that while we are working within the collaboration, there are no "titles" among us; we are peers working toward a common goal and in doing so, we agree that we will freely share ideas and thoughts to move the work of the collaboration forward. By having honest exchanges, we gain trust and position ourselves for successful collaboration.

Courteousness with technology/cell phones: It is expected that meeting time will be used for the work of the collaboration, but it is also understood that due to the nature of the work that we do, interruptions may occur. We will exercise professional judgement when triaging the work at hand.

Mutual respect at all times: Each member of the collaboration is a professional possessing an intricate skill set and experiences which are essential to the work. We will always be mindful of this.

Mohawk Valley Collaboration Charter

COMMUNICATIONS PLAN (cont'd)

Assuming best intentions: We are in this together and have no reason to assume other than best intentions. Also, by exercising frank, honest discussion, we will eliminate the need to assume.

Flexibility with the agenda-responsiveness to the moment: While we need to have some structure to the meetings, we also have found that we learn a great deal when we take pause and stray from the rigidity that an agenda can bring to our time together.

Don't take things personally: We realize that the work we are doing requires us each to step away from how we feel individually and to focus on what is best for our collaboration, our agencies, and our communities.

Seek clarification: We will assume nothing. If one is uncertain, clarification will be sought.

Overall, we expect to meet in a drama-free zone, which is open, honest and respectful, and allows us to think and speak freely, leading to creative, thoughtful solutions to the dilemma of provision of improved services to individuals with disabilities who have experienced domestic violence and/or sexual violence.

Mohawk Valley Collaboration Charter

COMMUNICATIONS PLAN (cont'd)

Internal Communication:

Communication among the **Collaboration** is outlined in the Meeting Guidelines (pg. 34) section of this charter. The type of communication will determine the way we communicate.

General Communication Among Collaborators

General communication may consist of discussion of meeting venues, dates and times, agenda items, or brief updates of information between meetings, or the inability to attend a scheduled meeting. These communications may be delivered via email, telephone, text message, or in person, and will be initiated by anyone in the group.

Significant Communication Among Collaborators

If the purpose of communication is to tie up loose ends, move forward on deliverables, or involves any significant decision making, or resolution of conflict, the preferred communication method is face to face. Telephone/teleconference may be used in the event the collaboration is unable to meet in person. Email will be avoided for these types of communication, excepting the introduction of a new concept being presented for consideration, and face to face discussion at a later time. These communications will be initiated by anyone in the group.

Mohawk Valley Collaboration Charter

COMMUNICATIONS PLAN (cont'd)

Etiquette for Internal Communication

- Acknowledgement of phone calls or emails among collaboration members will be sent within two working days.
- Members will inform the Collaboration when taking planned time off of one week or more. When possible, a one week notice of planned time will be given. In the event of an emergency, it is completely appropriate for another member of the collaboration to inform the group of an unexpected absence, including the anticipated length of the absence.
- Please refer to **Confidentiality** section of this charter on pages 29-33 for details pertaining to the sharing of meeting minutes and email.
- Meeting minutes will be documented by the Collaboration's Administrative Assistant after the weekly meeting, on Thursday or Friday, and distributed to all collaborators by the Project Coordinator, along with the agenda for the next week's meeting on Monday the following week. This provides two to three days for collaborators to add agenda items. The previous week's minutes will be approved at each weekly meeting.
- All collaborators will be given at least one week to review, provide commentary, or approve project deliverables.

Mohawk Valley Collaboration Charter

The collaboration's protocol for cancellation of meetings will be as follows:

The expectation is that all members will attend all meetings, which are scheduled weekly from 8:30 to 10:00 AM, on the first and third Thursdays and second and fourth Fridays of each month. However, realistically there will be times when that is not possible. The collaboration will follow the guidelines below when determining whether or not to meet:

- Meetings will not take place unless at least one member from each agency is able to attend.
- The meeting should go on as scheduled in the event that the Project Coordinator is not available, as long as at least one member from each agency is present. The agenda and Advocate/Administrative Assistant will guide the meeting in the absence of the Project Coordinator.
- Regarding the cancellation of meetings due to inclement weather, we will consider input from all members, based on safety, and urgency of the work at hand. We will also consider alternative meeting methods in the event that we do not meet in person, but should meet because of the urgency of the work at hand. Alternatives to in-person meetings would depend on the nature of the work and would follow the guidelines of our General and Significant Communication Plans on page 36.
- Members will provide as much notice as possible when the need to cancel arises. In urgent situations, a last minute text message or phone call to the Project Coordinator will be acceptable notice. In the event the Project Coordinator cannot be reached, any other collaborator may be notified.

Mohawk Valley Collaboration Charter

COMMUNICATIONS PLAN (cont'd)

Internal Communication (cont'd)

Collaborators will keep Executive Leadership informed on the progress and status of the work. This communication will almost always be face to face, but email or telephone communication is also acceptable. Communication between the **Collaboration** and **Executive Leadership** of each agency will routinely be handled as follows:

- Crisis Services Director will report to Executive Director of the YWCA at least once per month, and as needed.
- Program Director will report to Executive Director of RCIL at least once per month and as needed.
- There will be a quarterly meeting with the Executive Directors and all members of the collaboration.
- In the absence of Crisis Services Director and/or Program Director, the Project Coordinator will consult with Executive Directors, should the need arise.

Communication will be used in the following venues to raise awareness about the work of the collaboration, for the purpose of promoting organizational buy-in among partner agency personnel. This communication will be made face to face in most instances, but occasional email communication is acceptable as well. This communication will be as follows:

- new staff orientations – both partner agencies will provide an overview of the collaboration's work to on-boarding staff, so that new personnel are aware of the work that is being done. New staff orientations are held monthly at RCIL and as new staff come on board at YWCA.

Mohawk Valley Collaboration Charter

COMMUNICATIONS PLAN (cont'd)

Internal Communications (cont'd)

- Staff meetings – Overviews of the progress of the collaboration's work may be provided to staff during all-staff meetings or individual department meetings. Again, the purpose of this communication is to raise awareness of staff and to promote organizational buy-in. This communication may be delivered by any collaboration member, after discussing with and obtaining approval of the content of the collaborators. This communication could occur monthly, but probably less frequently. Significant strides in Progress may be communicated to all staff via email as they occur.
- Directors/leadership meetings – Program Directors may provide progress reports to their peers during their respective agency's leadership meetings. These reports are provided at least monthly, and as the need arises.

Mohawk Valley Collaboration Charter

COMMUNICATIONS PLAN (cont'd)

External Communication:

On occasion, the collaboration will need to communicate with individuals or entities outside of the core group or parent organization. The need for communication with Vera Institute and OVW is obvious, but not so obvious is the potential for communication between the collaboration and the public. With the exception of in-person meetings, as planned by Vera and OVW, geography dictates the need to communicate remotely with staff from those organizations; telephone/teleconference or email is acceptable. Communication with the media will be done in person, by telephone/teleconference, or in some cases, such as a newspaper press release, via email. The talking points and guidelines (pages 45-47) will be utilized during all communication with the media and general public.

Communication between the Collaboration and Vera Institute and OVW will be as follows:

- Bi-weekly Project Coordinator meetings with Vera Technical Assistance Provider, or as needed.
- Monthly full Collaboration meetings with Vera Technical Assistance Provider, or as needed.
- Any collaboration member is able to contact Vera Technical Assistance Provider directly at any time.

Communication between the Project Coordinator and OVW:

- Project Coordinator submits deliverables
- The Project Coordinator will routinely communicate with OVW representatives, however, in extreme circumstances, such as a concern regarding the integrity of the Collaboration; anyone from the Collaboration may reach out to OVW.

Mohawk Valley Collaboration Charter

COMMUNICATIONS PLAN (cont'd)

Proactive Communication between the Collaboration, Media and other Community Organizations:

At some point, the collaboration may decide to release information about our work to the public; this information could be shared via partner agencies' websites, on local television, radio or social media, in print via newspapers or other printed materials. As with anything, the collaboration will carefully consider the timeliness and content of any media contact, as well as which outlet is most appropriate, and will not move forward until all collaborators are in agreement. The **Media talking points** (pages 45-47) will be utilized during any external communication.

Reactive Communication between the Collaboration and Media:

- In the event of a media contact to either partner organization, the contact will be referred to the Project Coordinator. If the Project Coordinator cannot be reached, another member of the collaboration may take the request.
- Thorough consideration of the request will be made by as many collaborators as possible. It should be noted that if such an occurrence arose, there may be little time for planning and a decision may need to be made without input from the full group. Similarly, this may present an exception to our communication plan, and a decision of significance may need to be made via email or telephone. Executive Leadership of each organization will be informed of all requests for comment by the media. In the absence of Executive Leadership, another member of the Leadership Teams of both organizations will be consulted.

Mohawk Valley Collaboration Charter

COMMUNICATIONS PLAN (cont'd)

Reactive Communication between the Collaboration and Media (cont'd):

- The Collaboration will contact their organizations' media point person(s) so that a statement can be issued, in an appropriately timely fashion, utilizing the talking points on pages 45-47.

If the contact is **urgent in nature or involves the safety and well-being of a participant** of the services of either organization, the following steps will be taken:

- Project Coordinator will be the point of contact. If the Project Coordinator cannot be reached, another member of the collaboration may take the request.
- Members of the Collaboration, as well as Executive Leadership from both organizations will review the request for comment.
- Potentially, a department head/supervisor from one or both organizations may be consulted as well. For example, if the request for information involved an individual who was receiving waiver services from RCIL, the head of that department would most certainly be consulted, just as the Director of Residential Services would be alerted if someone living in shelter was the subject of public inquiry.
- Thorough consideration of the request will be made by as many collaborators as possible. It should be noted that if such an occurrence arose, there may be little time for planning and a decision may need to be made without input from the full group. Similarly, this may present an exception to our communication plan, and a decision of significance may need to be made via email or telephone. Executive Leadership of each organization shall be informed. In the absence of Executive Leadership,

Mohawk Valley Collaboration Charter

COMMUNICATIONS PLAN (cont'd)

another member of the Leadership Teams of both organizations will be consulted.

- The Collaboration will contact their organizations' media point person(s) so that that a statement can be delivered, in an appropriately timely fashion, utilizing the talking points on pages 45-47.
- When issuing public statements, the Mohawk Valley Collaboration will preserve privacy and maintain strictest confidentiality at all times; we will not even confirm having knowledge of any person, should such an inquiry be made; certainly details of a personal situation will never be shared publicly. Only the talking points will be utilized.
- Reception and other "front-line" staff from both agencies will be informed about how this process is to transpire.

Mohawk Valley Collaboration Charter

COMMUNICATIONS PLAN (cont'd)

Talking points for External Communication

The collaborators feel that the ideas listed below sufficiently inform individuals and entities outside of our collaboration or parent organizations, about our work. These talking points and the following guidelines will be used when addressing external individuals and entities.

- Women with disabilities experience higher incidents of domestic violence and sexual abuse than those women without disability.
 - Although the research on violence against women with disabilities is limited, the available information suggests that women with disabilities and their peers without disabilities face similar risk in experiencing violence. However, research also shows that for women with disabilities the abuse is different, and lasts longer than their peers without disabilities.
 - For women with disabilities and Deaf women the abuse is often more severe, often lasts longer and can occur in multiple settings.
 - Women with disabilities and Deaf women have reported limited access to safety and support services in their communities
 - Women with developmental disabilities are 4 to 10 times more likely to be sexually assaulted than women without a developmental disability.
 - Of psychiatric inpatients, 80% have experienced physical or sexual abuse in their lifetime.

Mohawk Valley Collaboration Charter

COMMUNICATIONS PLAN (cont'd)

Talking points for communication with the media (cont'd)

-Research suggests that 97-99% of abusers are known and trusted by the survivor who has an intellectual disability

The above information was retrieved from
http://www.nhcadsv.org/victims_disabilities.cfm

- In late 2014, the Resource Center for Independent Living was awarded a competitive grant by the U.S. Department of Justice's Office on Violence Against Women to work in collaboration with the YWCA of the Mohawk Valley. The two agencies are working collaboratively for the three year period to identify needs and gaps in services for women with disabilities who are experiencing sexual abuse and/or domestic violence in Herkimer and Oneida Counties. Once identified, the collaboration will work to improve upon these gaps in service in a way which is sustainable after the grant has ended.
- For more than 30 years, RCIL has provided relevant, creative, and innovative leadership to advance the civil rights of individuals with disabilities and presses for social progress that allows for all human beings to be integrated, participating members of our society.
- The YWCA Mohawk Valley is a nonsectarian membership organization dedicated to its mission of eliminating racism, empowering women, and promoting peace, justice, freedom and dignity for all. Founded in 1885 and serving more than 10, 000 individuals annually, the YWCA provides such life-changing programs as domestic and sexual violence crisis services, emergency and transitional housing for domestic violence victims, housing and support for runaway and homeless girls, violence prevention education, and outreach.

Mohawk Valley Collaboration Charter

COMMUNICATIONS PLAN (cont'd)

Talking points for communication with the media (cont'd):

- The Mohawk Valley Collaboration envisions a community where people with disabilities who are survivors of domestic violence or sexual violence are aware of and have access to safe, welcoming, effective, individualized services that meet their unique needs. Because of the work of this collaboration, individuals are empowered and able to make informed, self-directed decisions.

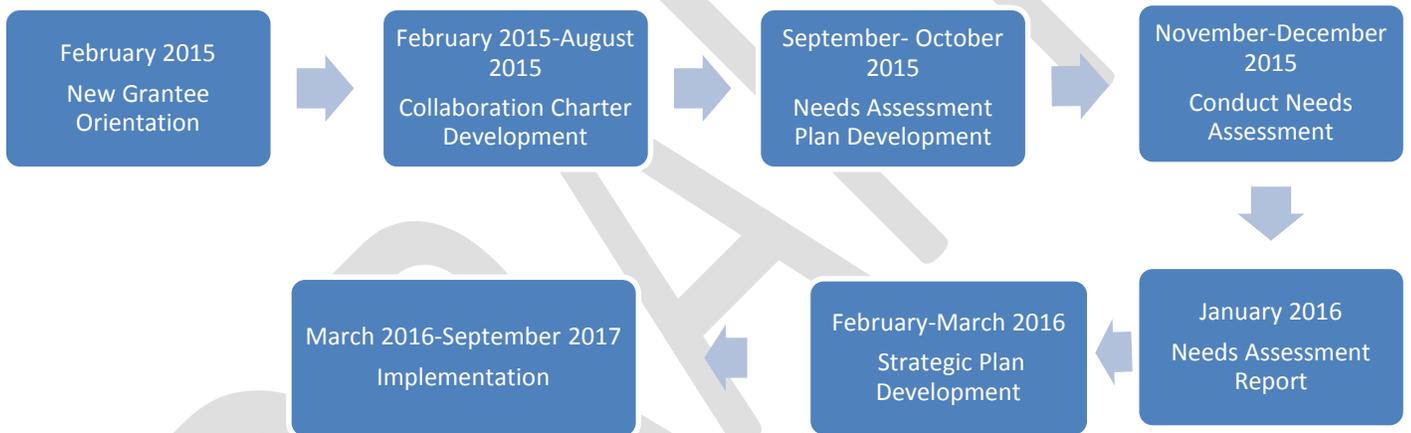
Guidelines for external communication with the media:

- Make sure you know who you're talking to. Obtain the name and media outlet of the individual making the inquiry.
- Respond in a courteous, positive, helpful manner.
- Stick to the facts, and to the talking points. Don't answer questions you're uncomfortable with, or provide information off the record. If you're unable to answer a question comfortably and certainly, ask for contact information so you can get back to the person after obtaining the correct information.
- Never discuss confidential information.
- Request a transcript, or copy of the communication, if it is not easily obtainable.
- Provide Project Coordinator with the transcript/copy, if one is made available.

Mohawk Valley Collaboration Charter

DRAFT WORK PLAN

This is intended to be a rough plan of how we anticipate the work to unfold; it may be adjusted as necessary.



Mohawk Valley Collaboration Charter

GLOSSARY OF KEY TERMS:

Accessible - In the case of a structure, readily usable by any individual; in the case of a program or activity, presented or provided in such a way that any individual can participate, with or without auxiliary aid(s); in the case of electronic resources, accessible with or without assistive computer technology. In the case of video/motion picture/musical entertainment, closed captioning for those individuals who are deaf or hard of hearing. In print materials, large, bold print or text to voice options for those individuals who are blind or have low vision.

Collaboration Style Conflict Resolution - This method of conflict resolution results from a high concern for the group's own interests, matched with a high concern for the interests of other partners. The outcome is "win/win". This strategy is generally used when concerns for others are important, and is generally the best strategy when society's interest is at stake. This approach helps build commitment and reduce bad feelings. This process is more time consuming than others, but is generally regarded as the best approach for managing conflict.

Consensus Style Decision Making - A process in which all shared thoughts and ideas regarding the issues, questions and concerns about a decision are explored, with a full effort made to address all concerns. The decision is made in the best interest of the collaboration and the work because all participants have an equal voice.

Consumer-Directed Services – In NY State, the Consumer Directed Personal Assistance Program (CDPAP), is a service delivery mode by which consumers who are Medicaid eligible, hire, train, supervise and terminate, if needed, the people who provide their care. When we speak of consumer-directed services exclusive of this program, we are thinking of services delivered in the same manner. The consumer is in control of the assistance/support/services that wish to receive. After being fully informed of what is available to them, they direct what happens to them.

Mohawk Valley Collaboration Charter

GLOSSARY OF KEY TERMS (cont'd):

Deaf/Hard of Hearing - A complete or partial loss of the ability to hear caused by a variety of injuries or diseases, including congenital anomaly.

Disability - A physical or mental impairment that substantially limits one or more major life activities; a record of such an impairment; or being regarded as having such an impairment.

Disability Rights - The rights of people with disabilities are overseen and ensured by The Civil Rights Division of the U.S. Department of Justice, which enforces the Civil Rights Acts; the Voting Rights Act; the Equal Credit Opportunity Act; the **Americans with Disabilities Act**; the National Voter Registration Act; the Uniformed and Overseas Citizens Absentee Voting Act; the Voting Accessibility for the Elderly and Handicapped Act; and additional civil rights provisions contained in other laws and regulations. These laws prohibit discrimination in education, employment, credit, housing, public accommodations and facilities, voting, and certain federally funded and conducted programs.

Domestic Violence (DV) - Domestic Violence is a pattern of coercive tactics, which can include physical, psychological, sexual, economic and emotional abuse perpetrated by one person against a family or household member, with the goal of establishing power and control over that person. New York State defines family or household members as persons related by consanguinity or affinity; persons legally married to one another; persons formerly married to one another; persons who have a child in common, regardless of whether such persons are married or have lived together at any time, and unrelated persons who are continually or at regular intervals living in the same household or who have in the past continually or at regular intervals lived in the same household. In addition to this legal definition, the Power and Control Wheel on the next page, provides specific, easily understood examples of domestic violence and abuse.



Mohawk Valley Collaboration Charter

GLOSSARY OF KEY TERMS (cont'd):

Effective Service – A delivery of service that considers and meets the need of the individual.

Integrated Services - The inclusion of people with disabilities, with or without special accommodations, in programs, activities, and facilities with their peers without disabilities.

Mohawk Valley - We define the Mohawk Valley as Herkimer and Oneida Counties in the state of New York.

Mohawk Valley Collaboration – In late 2014, the Resource Center for Independent Living, and the YWCA of the Mohawk Valley agreed to work in collaboration, with funding from the U.S. Department of Justice Office on Violence Against Women to explore ways to better serve people with disabilities and deaf/hard of hearing individuals who are SV/DV survivors.

National Council on Independent Living (NCIL) - The National Council on Independent Living is the longest-running national cross-disability, grassroots organization run by and for people with disabilities. Founded in 1982, NCIL represents thousands of organizations and individuals including: individuals with disabilities, Centers for Independent Living (CILs), Statewide Independent Living Councils (SILCs), and other organizations that advocate for the human and civil rights of people with disabilities throughout the United States. <http://www.ncil.org>

New York State Justice Center for the Protection of People with Special Needs - The Justice Center is responsible for investigations of allegations of serious abuse and neglect of vulnerable persons in State-operated and licensed facilities, including residential schools under the oversight of **New York State Education Department, Office for People with Developmental Disabilities, Office of Mental Health, Office of Child and Family Services, Office of Alcoholism and Substance Abuse Services and Department of Health;** overseeing implementation of the procedures of State oversight agencies for tracking, investigating and monitoring corrective actions of allegations of abuse,

Mohawk Valley Collaboration Charter

GLOSSARY OF KEY TERMS (cont'd):

neglect and significant incidents; maintaining a register of individuals who have committed serious acts of abuse (Staff Exclusion List); and establishing codes of conduct of ethical standards to which all individuals who have regular contact with people with special needs would be held accountable.

[http:// www.justicecenter.ny.gov](http://www.justicecenter.ny.gov)

New York State Coalition Against Domestic Violence (NYSCADV) - The New York State Coalition Against Domestic Violence (NYSCADV) is a not-for-profit membership organization. A recognized leader for over 30 years, NYSCADV works to ensure the provision of effective and appropriate services to survivors through community outreach, training, technical assistance, and policy development. The collective voice of survivors and advocates as expressed through NYSCADV strengthens public and private response and prioritizes domestic violence as a human rights issue. <http://www.nyscadv.org>

Office on Violence Against Women - This agency of the United States Department of Justice is responsible for coordination with other departments, agencies, and offices regarding all activities authorized or undertaken under the Violence Against Women Act of 1994 and the Violence Against Women Act of 2000. <http://www.justice.gov/ovw>

People First Language - In communication, putting the person before the disability or situation. Rather saying, “disabled person” or “blind man”, use “person with a disability” or “man who is blind; man with low vision”.

Person-Centered – The idea that the individual, not “society” identifies and understands what will bring them personal fulfillment.

Power and Control Wheel – A diagram developed by the Domestic Abuse Intervention Project of Duluth, Minnesota, which helps understand the overall pattern of abuse and violent behaviors used by abusers to establish control over his/her partner. Very often, one or more violent incidents are accompanied by an

Mohawk Valley Collaboration Charter

GLOSSARY OF KEY TERMS (cont'd):

array of these other types of abuse. They are less easily identified, yet firmly establish a pattern of intimidation and control in the relationship.

RCIL - Resource Center for Independent Living is a civil rights organization with 30 plus years of experience in offering a wide range of independent living and advocacy services for and — most importantly — with people with disabilities. Growing out of the disability rights movement, independent living centers were created with the explicit goal of integration and advocacy -- for example, people with disabilities comprise, at minimum, 51% of RCIL's Board of Directors, thus putting policy and advocacy decisions in the hands of the people those decisions directly impact.

At RCIL, we serve people of all ages, with all types of disabilities. Our approach is holistic, our services are comprehensive and consumer-directed (see definition Page 44) and, when our staff and consumers identify areas of the system that need change, we tackle these through public policy initiatives, legislation, and advocacy. In other words, we are committed to breaking through systemic barriers in order to provide people with the basic human right to live a rich, self-directed life. RCIL is the lead agency in this project.

<http://www.rcil.com>

Responsive Service – The individualization of service delivery, which is mindful that not “one size fits all”.

Safe/Safety – A survivor’s feeling of physical and emotional well-being while in their home, or in public. This can be fostered by the raising of awareness of staff from our organizations about understanding disability and the effects of abuse; **trauma informed care.**

Sexual Violence (SV) - a sexual act committed against someone without that person’s freely given consent. Sexual violence is divided into the following types:

- Completed or attempted forced penetration of a victim
- Completed or attempted alcohol/drug-facilitated penetration of a victim

Mohawk Valley Collaboration Charter

GLOSSARY OF KEY TERMS (cont'd):

- Completed or attempted forced acts in which a victim is made to penetrate a perpetrator or someone else
- Completed or attempted alcohol/drug-facilitated acts in which a victim is made to penetrate a perpetrator or someone else
- Non-physically forced penetration which occurs after a person is pressured verbally or through intimidation or misuse of authority to consent or acquiesce
- Unwanted sexual contact
- Non-contact unwanted sexual experiences

In addition to this legal definition, the Power and Control Wheel on page 51 provides additional, easy to understand information about sexual violence and abuse.

Survivor - A term for the individual who is being targeted for abuse. Sometimes referred to as “victims” the collaboration’s preferred term is survivor.

Sustainable Culture – The ability to continue programs and services for women with disabilities who have experienced domestic or sexual abuse, long after grant funding ends.

SV/DV - Sexual Violence/Domestic Violence.

SV/DV Service Provider - An agency or staff member of an agency that primarily or exclusively provides comprehensive services to victims of domestic violence, including residential programs licensed by the NYS Office of Children and Family Services.

Trauma Informed Care - Trauma Informed Care is an organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma. Trauma Informed Care also emphasizes physical, psychological and emotional safety for both consumers and service providers, and helps survivors rebuild a sense of control and empowerment.

Mohawk Valley Collaboration Charter

GLOSSARY OF KEY TERMS (cont'd):

Vera Institute of Justice - The Vera Institute of Justice, which provides technical assistance on this grant program, combines expertise in research, demonstration projects, and technical assistance to help leaders in government and civil society improve the systems people rely on for justice and safety.

Vera is an independent, nonpartisan, nonprofit center for justice policy and practice, with offices in New York City, Washington, DC, New Orleans, and Los Angeles. Their projects and reform initiatives, typically conducted in partnership with local, states, or national officials, are located across the United States and around the world. <http://www.vera.org>

YWCA Mohawk Valley - The YWCA Mohawk Valley is a nonsectarian membership organization dedicated to its mission of eliminating racism, empowering women, and promoting peace, justice, freedom and dignity for all. Founded in 1885 and incorporated in 1904, the agency serves over 10,000 individuals each year in Herkimer and Oneida counties. The YWCA provides such life-changing programs as domestic and sexual violence crisis services, emergency and transitional housing for domestic violence victims,

GLOSSARY OF KEY TERMS (cont'd):

housing and support for runaway and homeless girls, violence prevention education and outreach. <http://ywcamv.org>

Welcoming Service – The impression of survivors with disabilities that RCIL and YWCA are aware and understand that their needs are unique; a service which is available to everyone in all respects, from physical access to communication access.

Mohawk Valley Collaboration Charter

RESOURCES

National Center on Domestic and Sexual Violence

New York State Justice Center

U.S. Department of Justice Office on Violence Against Women

U.S. Department of Justice Civil Rights Division

U.S. Centers for Disease Control & Prevention

Vera Institute of Justice

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