

COLLABORATION CHARTER

THE H.O.P.E. COLLABORATIVE

OF

HAYWOOD COUNTY NORTH CAROLINA

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This charter establishes the functions and organizational structure of the H.O.P.E. Collaborative of Haywood County, North Carolina. Our collaborative is a group of six agencies joining together to improve the way that we respond, both as individual organizations and as an inter-connected system, to persons with disabilities and Deaf persons who experience violence and abuse in this Appalachian county in the Smoky Mountains of Western North Carolina. H.O.P.E. means “Helping Our People Emerge...from crisis to healing,” reflecting our community and our sense of shared responsibility. This charter sets out our vision and mission, values and responsibilities, our guidelines for decision-making, communication, confidentiality, conflict resolution and our work plan. We will embrace the important role each partner will play in promoting safety for persons with disabilities and Deaf persons. As we begin the work of systems’ change we acknowledge that it may be difficult, but that the rewards will be great, because we will address together the barriers and challenges encountered by persons with disabilities and Deaf persons experiencing violence and abuse.

Sec. I. VISION STATEMENT

Organizations in Haywood County take collective responsibility to provide a seamless system of quality, inclusive and responsive services that empower persons with disabilities and Deaf persons who experience violence and abuse to move from crisis to healing.

Sec. II. MISSION STATEMENT

The H.O.P.E. Collaborative will remove barriers to services and supports for persons with disabilities and Deaf persons who experience violence and abuse by fostering agency collaboration, creating a collective response, and changing organizational policies and procedures which will be fully integrated into the culture of our agencies.

Sec. III VALUES AND GUIDING PRINCIPLES

The following values have been identified by the Collaborative as equally important for the work we are doing. We understand that we may add other values over time and that these values will be used as guiding principles for our work. Our values have been listed in alphabetical order.

Accountability - Accountability is an underpinning of the Collaborative's efforts. It is essential to accomplishing our mission and realizing our vision. The Collaborative and its member agencies embrace this value and pledge to be answerable to the guidelines of the Charter, to their agencies, and to each other.

Accessibility - We believe that the people we serve have the same rights as everyone else to access programs, services and immediate protection from further victimization. We believe that accessibility acts as an equalizer, allowing persons with disabilities and Deaf persons to engage in program services. We believe in offering services that meet a person's cultural, physical, attitudinal and programmatic needs. We believe that agencies and individuals should seek to understand accessibility barriers and to address them over time.

Confidentiality - We believe in the individual's right to choose to disclose information. We will create a place where Collaborative members have the ability to share information about our agencies, persons we serve, and ourselves in a way that is safe and in an environment where the information is protected and remains within the Collaborative. This topic is addressed in greater detail in *Section VI of the Charter: Confidentiality Agreement*.

Elimination of Barriers - We believe in eliminating barriers that prevent persons with disabilities and Deaf persons from disclosing abuse or a needed accommodation to access or receive services.

Empowerment – We believe in creating a system that allows persons with disabilities and Deaf persons, who are victims or survivors of violence and abuse, to make choices about their lives, to feel they have options for change and to enhance the possibilities for them to control their own lives. We believe that empowerment supplies the means, education, and tools to implement choices and is based always on individuals and their abilities.

Inclusion – We believe that persons with disabilities and Deaf persons have the right to participate fully in their community, to receive equal and equitable treatment, and to have the same choices and opportunities for safety and support as other community members have.

Open Communication – We value the ability to share information, ideas, opinions and values in an environment free from fear of retribution.

Respect – We value ourselves, others and those we serve. We believe in maintaining the dignity and integrity of our work and appreciate what each member has to offer to the Collaborative.

Safety - We believe in creating an organizational culture where people can disclose abuse and can receive support in a way that reduces risk from further abuse.

Self Determination and Autonomy – We believe that every person is the expert on their own situation. We respect the right of each person to be who they are and to make their own

choices, whenever possible, based on their experiences and their abilities. While our organizations offer support, we respect the rights of victims and survivors to decide how they will proceed in situations of violence and abuse.

Understanding – We believe in learning about and gaining insight into the culture, language and definitions, policies, procedures, limitations and mandates that each agency in the Collaborative represents. We support understanding agency processes, capacities and strengths relating to the provision of services and supports. We value understanding the experiences of persons with disabilities and Deaf persons who are victims or survivors of violence and abuse. Understanding promotes connections and enhances our insight into how systems’ change can benefit persons with disabilities or Deaf persons. We know that this is a fluid process as the system will change over time.

Sec. IV. MEMBER ORGANIZATIONS and RESPONSIBILITIES

The following section identifies the member organizations of the H.O.P.E. Collaborative and their representatives, the common responsibilities of the organizations, as well as the roles and responsibilities of the Collaborative representatives.

MEMBER ORGANIZATIONS OF THE H.O.P.E. COLLABORATIVE and THEIR REPRESENTATIVES

- **The Arc of Haywood County (The Arc)**

The Arc serves individuals with mild to severe/profound developmental disabilities through group homes and transitional and independent living apartments.

Representative: Holly Lemieux, Executive Director

- **Haywood County Department of Social Services (DSS)**

DSS is a federally mandated, state supervised and county administered social service agency that receives and evaluates reports to determine whether adults with disabilities are in need of protective services.

Representative: Caron Smith, Economic Independence Program Administrator

- **Haywood Vocational Opportunities Inc. (HVO)**

HVO is a Certified Rehabilitation Facility that provides work force training and employment for persons with disabilities.

Representative: Jana Jones, Case Manager

- **Resources, Education, Assistance, Counseling & Housing (REACH) of Haywood County**

REACH is the county domestic violence-sexual assault direct service provider for victims and survivors of domestic violence, sexual assault, rape and elder abuse.

Representatives: Julia Freeman, Executive Director
Lisa Crowe, Elder Abuse Program Coordinator

- **Smoky Mountain Center (Smoky)**

Smoky Mountain Center is a Local Mental Health Management Entity of the North Carolina Department of Health and Human Services, Division of Mental Health, Developmental Disability and Substance Abuse Services. Smoky manages a provider network for mental health, developmental disability and substance abuse services.

Representatives: Rhonda Cox, Director of Community Services
Laura Janson, Haywood County Community Based Clinician

- **Thirtieth Judicial District Domestic Violence-Sexual Assault Alliance, Inc. (Alliance)**

The Alliance is a nonprofit, regional coalition that provides education, outreach, and promotes community capacity building to improve the response to victims and survivors of domestic violence, sexual assault, stalking and elder abuse. The Alliance is acting as convener for the Collaborative.

Representatives: Sybil Mann, Executive Director, 30th Judicial District Alliance,
H.O.P.E. Collaborative Project Director
Sue Fowler, Director of Grant Programs, 30th Judicial District Alliance,
H.O.P.E. Collaborative Project Director

Additional Resources:

The H.O.P.E. Collaborative has two consultants, Denise Coleman and Sam Hubbard, who bring a diverse range of experiences around disabilities, abuse and exploitation. Within the Collaborative, they provide objective insight and navigation through the Adult Protective Services and Disabilities issues.

COMMON RESPONSIBILITIES OF THE MEMBER ORGANIZATIONS

The member organizations realize that their roles and responsibilities may change over time. Each of the member organizations has agreed to the following:

- Commit to accomplish organizational change.
- Identify and provide Collaborative representatives to work on the project.
- Commit staff to participate and work on deliverables during the Planning Phase including but not limited to: Collaborative Charter, Focus Statement, Needs Assessment Plan and Tools, Needs Assessment Report and the Strategic Plan.
- Commit to produce the deliverables of the Implementation Phase.

- Help define individual and agency roles throughout the development and implementation of the products of the Collaborative.
- Provide input and feedback into the Collaborative as it relates to the member organization.
- Review agency budgets as it relates to systemic change.

In addition to the common responsibilities of the member organizations, the Alliance, as the Lead Agency, has the following additional responsibilities:

- Convene the member agencies and organizations and the process.
- Provide leadership for the Collaborative by providing the Project Directors.
- Provide fiscal oversight and required reporting.
- Provide organizational structure.
- Act as a conduit to the Office on Violence against Women, (OVW), the Vera Institute of Justice (VERA) and key community stakeholders who will be identified over time and who may change from time to time.
- Act as the media contact point for all standard and situational press releases and informational newspaper articles.

ROLES AND RESPONSIBILITIES OF THE COLLABORATIVE REPRESENTATIVES

Each agency of the H.O.P.E. Collaborative has assigned individuals to work on the project. Representatives understand that their roles may change over time. All representatives agree to:

- Be the change agent in their organization, (with the exception of the representatives of the Alliance, who are acting as conveners of the Collaborative).
- Attend regularly scheduled meetings.
- Complete deliverables as they are identified, which include, but are not limited to, the Collaborative Charter, the Focus Statement, the Needs Assessment Plan and Tools, the Needs Assessment Report and the Strategic Plan.
- Contribute to the Collaborative by sharing ideas, providing input, and by setting aside time to work on the goals and objectives of the Collaborative.
- Communicate with the Collaborative through meetings, email, mail, and any other methods of communication.
- Inform respective agencies on the work and progress of the Collaborative. This will include providing information to the agency and seeking information from the agency.
- Help define individual and agency roles as the Collaborative evolves and changes.
- Be open, accountable, and flexible to the mission and the vision of the Collaborative.
- Attend OVW All Site Meetings as they are scheduled
- Attend VERA Retreats as they are scheduled.

The Collaborative, in addition to the identified agencies, has two consultants who bring knowledge, experience, and a history of working with local, state and federal programs. In addition to the above listed items, the consultants agree to:

- Provide content based support and linkage to program resources
- Provide an objective review of the work of the Collaborative

Sec. V. DECISION MAKING

The following section identifies the decision making authority of the project and outlines the decision making process that has been agreed upon by the members of the H.O.P.E. Collaborative.

DECISION MAKING AUTHORITY

The Project Directors have the decision making authority which includes but is not limited to: making decisions for the coordination and management of grant project activities; communicating internally and externally among member agencies, VERA and OVW, and key stakeholders; administering grant funds; maintaining work schedules; coordinating meetings and managing fiscal and program accountability.

The Collaborative has the decision making authority which includes but is not limited to: setting the direction of the Collaborative, designating priority items; determining project deliverables; participating in the consensus process; determining when and what additional research or information is needed prior to decision making; and requesting additional meetings.

DECISION MAKING PROCESS

We value consensus in making decisions because that process promotes trust and open communication about issues and results in participants' understanding all opinions, especially opposing ones. The decisions we make will be impactful and will require ownership and commitment from each of us. We will use a gradient scale approach as our primary decision-making process. We agree to leave room for disagreement and opportunities to discuss our positions.

We will use a five point gradient scale which ranges from "Total Disagreement" to "Total Agreement." In making a decision, each group member will determine where they are on the gradient scale. The group leader, i.e. Project Director, will check-in with members for their scores. The individual will share where he or she is on the scale and discusses what needs to be done to move towards consensus.

THE COLLABORATIVE GRADIENT SCALE

1 -- TOTAL DISAGREEMENT

Is there room for movement?
Where are you coming from?

2 -- SOMEWHAT DISAGREE (“I have some problems with this.”)

Can you talk to us about your problems with this?
What might move you? What other information do you need?

3 -- NEUTRAL

What will move you?
What other information might you need?

4 -- MOSTLY AGREE

What might your reservations be?

5 -- TOTAL AGREEMENT

Discussion items that require consensus will be assigned a priority number by the group members. High priority items will be discussed immediately and early in the meetings. These may be time sensitive issues or topics creating Collaborative roadblocks.

If a matter is “time-sensitive”, the Collaborative will be given advance notice by the Project Directors via email. Members will be expected to review the information prior to meeting. The matter will be prioritized on the agenda for immediate discussion.

If, through consensus, an issue can be discussed at the next meeting, then the issue will be tabled until the next meeting.

In situations where consensus cannot be reached, more information will be gathered via assigned tasks with specific due dates for staff or consultants, the gradient scale will be applied, VERA will act as a mediation resource, and additional meetings and conference calls may be scheduled. Between meetings, feedback on the issues may be generated via email or telephone.

The Collaborative will create an environment that supports and encourages members to revisit or reconsider decisions if new information, insight, circumstances or conflicts within their agencies arise.

Sec. VI. CONFIDENTIALITY

We believe that confidentiality is essential for protecting the dignity and trust of the individuals and the agencies within our Collaborative and for the safety of victims and survivors of violence and abuse. The following section addresses confidentiality in four contexts: Confidentiality of Client Information, Confidentiality of Disclosures of Collaborative Members, Confidentiality of Information about Agencies, and Mandatory Reporting. The laws of North Carolina will impact confidentiality issues including state and federal statutes and HIPAA regulations. Within their agencies, members will continue to follow their respective agencies' protocols. However, while working within the Collaborative, members will have freedom to disclose and will follow the confidentiality guidelines of this Charter. See *Appendix A* for confidentiality laws as they apply to our Collaborative.

CONFIDENTIALITY OF CLIENT INFORMATION

The H.O.P.E. Collaborative agrees that information shared about survivors will be relayed anecdotally and without identifying client information. This information will not be for the purpose of individual case management but rather for furthering the Collaborative's effort for systems' change. There is an understanding that general information will need to be shared and that regulations and statutes will inform the work of the Collaborative. Regulations and statutes limit the sharing of information or descriptors such as names, locations, or other identifiers. For more details on these regulations, see *Appendix A*.

CONFIDENTIALITY OF DISCLOSURES OF COLLABORATIVE MEMBERS

The H.O.P.E. Collaborative agrees that individual members from each agency will share information about themselves which may include disclosures of personal abuse, job-related challenges, and disclosures about other agencies and agency members. This information will be held in confidence within the Collaborative. This information will be used to inform the work of the Collaborative and will not be held for use in a punitive way. We understand the need for freedom of discussion within our group and appreciate and value an atmosphere that promotes open discussion without fear of negative outcomes. If the Collaborative holds an open meeting at which agency members, Board members, or other administrators will be present, the Collaborative recognizes that there may be topics or disclosures that are protected from discussion by the Collaborative confidentiality agreement.

CONFIDENTIALITY OF INFORMATION ABOUT THE AGENCIES

The H.O.P.E. Collaborative agrees that throughout the course of systems' change, information related to specific agencies may be disclosed. This information may be related to policies and procedures, actions, or inactions. This information will be held in confidence within the Collaboration and will be used to inform the steps for change only.

CONFIDENTIALITY AND MANDATORY REPORTING

The Collaborative recognizes that North Carolina is a mandatory reporting state and that state law requires anyone who suspects that an adult individual with a functional disability or who is incapacitated is being abused, neglected or exploited to report the suspicion to their county Department of Social Services' Adult Protective Services Division. The Collaborative will discuss persons' circumstances in the most general of terms for the goal of systems' change and not with the goal of mandatory reporting. During the course of regular Collaborative meetings, the Collaborative trusts its members will follow the mandatory reporting laws of the state, believes that its members will have dealt with situations as required, and that it will not be the responsibility of the Collaborative to enforce the reporting policy as it will have already been addressed.

During the course of the Needs Assessment and the Implementation phases, we realize instances of disclosure may occur. Participants outside of the Collaborative will be informed of the Mandatory Reporting requirement related to disclosure and reporting. A more detailed Confidentiality Plan will be developed during the Needs Assessment and Implementation phases.

Sec. VII CONFLICT RESOLUTION

As individuals and representatives of agencies, each member brings to the Collaborative different expertise, histories, and passions, communication patterns and experiences with decision making. We acknowledge that each member brings a unique and valid perspective valued by the Collaborative. As a Collaborative we expect that there will be differences of opinions, perspectives, conflicts and challenges. We will allow the free expression of ideas and opinions and promote and positively respond to conflict throughout the life of the Collaborative. For Collaborative success, we recognize that conflict cannot be about right or wrong, it must be about differences. By allowing conflict, we will enhance our ability to change. Through resolution of our differences, time and energy are focused on our shared mission.

Throughout the Conflict Resolution process, a consensus approach will be used to check in with the group, to determine if progress is being made, to determine if the issue should be tabled, and to determine what will happen next.

A consensus process will be used on most occasions. The Project Directors will assist in:

1. Identifying the topic.
2. Informally discussing what we would like to do.
3. Moving forward with what we want to do.

When consensus cannot be reached, the Collaborative will move to a more formal process as listed below. These steps will be monitored by the Project Directors.

FORMAL STEPS TO CONFLICT RESOLUTION

1. Identify or clarify the conflict and its source(s).
2. Limit the scope of discussion to the specific conflict at hand.
3. Listen to what the group members have to say and make sure that everyone is heard.
4. Discuss possible solutions for the conflict.
5. Apply the solution and resolve the conflict.
6. Contact VERA for mediation and assistance if a solution cannot be reached.

Sec. VIII COMMUNICATIONS

The members of the Collaborative believe that effective communications in all areas of the collaborative are essential and collaborative meetings will be designed to facilitate the most meaningful input of stakeholders. Honest and clear communications are very important to Collaborative members. At a minimum, we will follow the internal and external communications guidelines listed below and understand that these may change over time.

INTERNAL COMMUNICATIONS

The Collaborative recognizes that there are two types of internal communications: one within the Collaborative itself and one involving the communication of the Collaborative member with information to and from their agency.

Internal Communication within the Collaborative

The Collaborative recognizes the importance of communicating with each other in a timely way. Collaborative members agree to communicate directly with each other as issues arise and as frequently as needed. We will encourage direct and personal communication as a strategy for building our collaborative relationships, understanding, and trust. We will use our internal communications method to check our progress as it parallels our vision and mission statements.

We will communicate within the Collaborative by:

- Meetings
Collaborative meetings will generally be held at least twice a month during the Planning Phase for at least four hours. This may change as the Collaborative moves into the Implementation Phase. Documents worked on and prepared in each meeting will be emailed to the members within one week of the meeting. If a member cannot attend the meeting, they will contact the Project Director via phone or email.

- **Email**
Emails to all members will be sent at least once per week and generally more often than this. All emails, including housekeeping details, will be sent to the group distribution unless the information is relevant only to the individual or agency. Examples may include: hotel confirmations or agency reimbursements. Members will acknowledge receipt of the emails to the individual sending it. All emails sent by members should also be sent to the Project Directors. Emails should be responded to within 12-24 hours if possible.
- **Phone calls**
Phone calls will be made as needed. If a message is left, the recipient will return the phone call within 12-24 hours if possible.
- **Mailings**
Mailings that cannot be sent electronically will be mailed by the Project Directors as part of the grant program.
- **In person**

Collaborative Member and Agency Communication

Collaborative members will be liaisons to and from their agencies, will communicate the work of the Collaborative, and will share and gather information from agency staff, volunteers, Board of Directors, and management staff. The Collaborative recognizes the importance of communicating routinely with respective agencies and understands that each Collaborative member will communicate in a different way according to their organizational structure.

Collaborative members may communicate with their agencies by:

- **Meetings**
Collaborative members may meet with their agency staff following each Collaborative meeting to inform them of the work of the Collaborative. This may include informal meetings with administrators, formal staff meetings, Board meetings, and other types of information sharing meetings that the organization uses. Collaborative members will share information, comments and concerns from these meetings with the Collaborative.
- **Email**
Collaborative members may email to designated agency personnel updates, questions, comments, and so forth following each Collaborative meeting or significant development. Collaborative members may request timely response to emails and follow up.

- **Interagency Publications**
Agencies may print information about the work of the H.O.P.E. Collaborative within their internal communications systems. These may include: organization newsletters, annual reports, email updates, bulletin board announcements, etc. In these instances, the Collaborative members should use the information listed on the Talking Points created by the Collaborative for uniformity and consistency. If a Collaborative member has a question about what material should be printed, they will discuss this with the Project Directors.
- **Phone calls**
Phone calls will be made as needed. For timely information requests, members may request a response within 12-24 hours if possible.
- **In person**
- **Board Meetings**
Collaborative members will be responsible for presenting and preparing Collaborative information for the respective agency Boards. When possible, summary updates will be given at each Board meeting and questions, comments and concerns from agency Boards will be relayed to the Collaborative at the next scheduled meeting.

When issues arise between meetings, the Collaborative members may call, email, or request a special meeting. These issues may include: external communication requests, funding opportunities and deadlines, call for trainings and presentations, concerns about the Collaborative, and any other needs that may arise among the Collaborative members. If a member wishes to call an unscheduled meeting, they will contact the Project Directors. The Project Directors will then email the members with the meeting schedule and list the topic of discussion. Special meetings should be scheduled two to three weeks in advance unless an emergency meeting is required.

EXTERNAL COMMUNICATIONS

The Collaboration recognizes the importance of communications with external key stakeholders who work with similar populations. They include but are not limited to: Mountain Projects, the Department of Health, Haywood Regional Medical Center, Good Samaritan Clinic, faith based and crisis service organizations, Division of Deaf and Hard of Hearing. These stakeholders provide a broad base of support for project activities and promote sustainability and may change over time. Products and materials of the Collaborative's work will be made available to them. These may include newsletters, brochures, press releases, and other information that supports system change and enhances on-going communication with external stakeholders. The Project Directors will communicate with key stakeholders on at least a quarterly basis. Collaborative members may communicate with key stakeholders to promote the mission and vision of the Collaborative and to gain buy-in from them. Additionally, the Collaboration recognizes the importance of external communications with OVW and VERA.

External communication strategies will include:

- Teleconference/Phone calls
The Project Directors will communicate with VERA on a weekly basis through scheduled teleconferences.
- Press releases and Media materials
Press releases will be available for any external key stakeholders highlighting the work of the Collaborative and media materials, such as newspaper articles, will also be made available to key stakeholders.
- Emails
Email communications will be sent to VERA on a weekly basis and will be sent to OVW as needed. Email will also be sent to stakeholders as needed.
- Mail
Printed materials will be mailed on an as needed basis and as products are created.

MEDIA PLAN

The Collaboration values clear and consistent communication with the media. This communication can occur on several levels: standard press release, situational press release, and informational newspaper articles. Project Director, Sybil Mann will be the media contact for the Collaborative and handle the aforementioned media requests where the Collaborative is a focal point of that request. This shall remain in effect until the Collaborative designates another person. However, if a member organization receives a media request in which the Collaborative's activities are only a part of the information sought, the agency may speak to the media directly using the agreed upon talking points or press release.

Standard Press Release

The Project Directors will develop a media packet with general information about the Collaborative. The packet will include a standard press release. This will be used by the Project Director, Sybil Mann, to respond to all general media inquiries about the H.O.P.E. Collaborative. Agency members may use this media packet to address media inquiries where the Collaborative is a component of the inquiry. This media packet will be reviewed on a semi-annual basis.

Situational Press Release

The Collaborative recognizes that there will be occasions when a special press release will need to be written and released. This can include highlights of special events and accomplishments of the Collaborative. It could also include a crisis management press release. If a crisis should

occur within a member agency or within the community, and the media has made a request to either a member agency or the Collaborative as a whole, the Collaborative will convene at the request of the Project Directors or members to craft an appropriate press release that will be used uniformly among the agencies. In instances where agencies are unable to convene, the proposed press release will be emailed to the Collaborative members for feedback and approval. Project Director, Sybil Mann, will speak to the press regarding this situational press release.

Informational Newspaper Articles

Articles related to the H.O.P.E. Collaborative will be written by Project Director, Sybil Mann, who will then email them to all Collaborative members for review and input. Collaborative members will respond with changes or comments within a requested time frame and revised articles will be forwarded for publication.

Sec. IX KEY TERMS AND DEFINITIONS

Abuse -- Abuse is the infliction of physical, mental, or emotional pain upon a person and can include acts by a stranger in addition to family or caregiver. This can include withholding basic needs, denying personal care, denying access to information that will help increase independence, creating barriers, and all other acts that impede the emotional, mental and physical health of a person. Domestic violence, sexual assault, rape and stalking are forms of abuse.

Accommodation – Modifications or adjustments to programs, environments or communications, (i.e., language, speech), that allow for equal access and receipt of services by persons with disabilities and Deaf persons.

Collaboration – Two or more agencies agreeing together to commit to mutual relationships and goals, a jointly developed structure and responsibility, mutual authority and accountability for success and sharing of resources and awards.

Consumer, Client, Constituent – a person served by or utilizing the services of the Collaborative agencies whereby this person may use the services or authorize another to act for her. These terms will be used interchangeably.

Deaf Persons - The term Deaf person reflects those individuals who identify with, understand and are a part of the language, culture and community of Deaf people.

deaf and hard of hearing - Individuals who have severe or profound hearing loss or who acquire deafness at some point in their life.

Disability – A functional limitation that requires an accommodation to perform functions required to carry out daily life activities, whether situational or pervasive over time. Functional limitations may include balance, cognitive functions, dimensional extremes, mental health, movement, and mobility, respiratory functions, sensory functions, stamina and fatigue, as well as voice, speech and language.

Disclosure -- Act of sharing personal information about violence and abuse that might otherwise not be shared.

Domestic Violence -- Domestic violence is a form of abuse characterized by a pattern of power and coercive control in a relationship. The means used to gain and maintain control can include: physical, mental, emotional, financial, sexual abuse and stalking. Domestic violence occurs within intimate relationships, and abusers can involve spouses, partners, boyfriends or girlfriends, family members, or caregivers, paid or unpaid.

Duty To Warn – The duty possessed by a mental health professional who has a therapeutic relationship with a client to disclose otherwise confidential information to an intended victim for their protection.

Exploitation - The illegal or improper use of an adult with disability (ies), who is vulnerable or at risk, through misuse or manipulation of the adult's resources such as money, food, clothing, medications and shelter for another's profit or advantage and may include using the adult with disability (ies) for labor or sexual acts.

Mandatory Reporter – State law requires anyone who suspects that an adult individual with a functional disability or who is incapacitated is being abused, neglected or exploited to report the suspicion to their county Department of Social Services' Adult Protective Services Division.

Perpetrator – A person who commits criminal behavior such as domestic violence, sexual assault, rape and stalking.

Rape – Under North Carolina law, the term rape only refers to penile penetration of the vagina. All other forms of unwanted or non-consensual penetration (as defined below) are referred to as sexual assault.

Sexual Assault -- This is an umbrella term which includes nonconsensual, unwanted touching, being forced or pressured to perform sexual acts, forced anal or oral penetration by body parts or foreign objects, unwanted touching of the breasts, vagina, penis, or anus for which consent is not given, sexual name calling, and sexual harassment.

Stakeholder -- Those who have a vested interest in the work of the Collaborative as it relates to systems change and how it will affect persons with disabilities and Deaf persons who are victims or survivors of violence and abuse.

Stalking -- Obsessively following or harassing another person with threatening behavior or unwanted advances. Stalkers create emotional distress, fear and intimidation and may use the Internet or other forms of technology to accomplish their goals.

Survivor -- A person who is living and functioning after a traumatic event such as domestic violence, sexual assault, rape and stalking.

Systems' Change – Focusing on systems addressing the needs of persons with disabilities and Deaf persons who are victims or survivors of violence and abuse. It is a process involving the changing of organizational responses through review and alterations of policies and procedures that become embedded in the culture of the organization so that they last over time. These changes are of strategic importance and occur not only at the level of management but also at the level of the individual employee.

Victim – A person against whom a crime has been committed.

SEC. X WORK PLAN

The following work plan identifies the projected time frame for the completion of the five products of the Planning Phase by the H.O.P.E. Collaborative. The Collaborative understands that the time frame may change from time to time but also recognizes that completion of the products is aligned with budget projections through December 31, 2008. The Collaborative also understands that each product must be approved by OVW prior to moving to the next product.

April 2008	<i>Deliverable:</i> <i>Collaborative Charter</i>
May 2008	<i>Deliverable:</i> <i>Focus Statement</i>
July 2008	<i>Deliverable:</i> <i>Needs Assessment Plan and Tools</i>
September 2008	<i>Deliverable:</i> <i>Needs Assessment Report</i>
December 2008	<i>Deliverable:</i> <i>Strategic Plan</i>