

COUNTY OF ERIE

CHRIS COLLINS

COUNTY EXECUTIVE

PETITION BY THE COUNTY OF ERIE FOR APPROVAL OF AN ALTERNATE METHOD FOR IMPLEMENTING REGULATORY MANDATES

1. The Erie County Department of Social Services (ECDSS) oversees agencies that provide non-residential care services to victims of domestic violence as outlined in Regulations of the State Department of Social Services (18 NYCRR Part 462).

Additional services are also provided to all residents of Erie County seeking information and/or support regarding domestic violence. These services include:

- a. Telephone hotline assistance for crisis intervention counseling as well as information and referral service.
- b. Information and referral services which meet the individual needs of domestic violence victims and/or, upon request, provide perpetrators or alleged perpetrators with information and referral to community services.
- c. Community service Intervention on behalf of victims of domestic violence.
- d. Counseling to victims of domestic violence which stresses self-sufficiency.
- e. Community Education about the dynamics of domestic violence and the need for domestic violence services.
- f. Advocacy and counseling services including advocacy in the Court system.

Currently as required by NYS SSL 459-C:

- a. In accordance with the provisions of this section and the regulations of the department, a social services district shall offer and provide non-residential services including but not limited to, information and referral services, advocacy, counseling, community education and outreach activities, and hotline services, to a victim

of domestic violence whether or not the victim is eligible for public assistance. A social services district may provide such non-residential services directly or may purchase such services from a not-for-profit organization operating a residential program and/or a non-residential program for victims of domestic violence.

- b. To the extent that funds are appropriated expressly therefore and a social services district has exhausted its allocation under title XX of the federal social security act, state reimbursement shall be available for fifty percent of the expenditures made by a social services district for those non-residential services provided to victims of domestic violence which are included in the social services district's multi-year consolidated services plans and annual implementation reports approved by the department pursuant to section thirty-four-a of this chapter.
2. Petitioner is a local government, the County of Erie, with offices located at 95 Franklin Street, Buffalo, NY 14202, 716-858-7511
 3. The regulatory mandate is, 18 NYCRR Part 462 of, entitled, non-residential services for victims of domestic violence.
 4. The County of Erie, through its administrative unit, the Erie County Department of Social Services, seeks approval of an alternate method for implementing requirements of 18 NYCRR Part 462, pursuant to Section 204-a of the New York State Administrative Procedure Act (SAPA) through a collaborative effort with four (4) separate agencies to insure that victims of domestic violence, who do not need or request emergency shelter, be provided with essential non-residential services.

ECDSS will also provide assistance and safety planning for all persons requesting such assistance; will insure that legal services are available to all victims of domestic violence; will provide a continuity of care for victims of domestic violence (in addition to the care requirements enumerated in item No. 1).

5. Pursuant to SAPA §204-a(2)(a), this alternate method of implementing and providing non-residential care services to victims of domestic violence has been approved by the Deputy Erie County Executive. (Attached is a copy of said approval)
6. The proposed alternative method of implementing 18 NYCRR Part 462 is consistent with and will effectively carry out the obligation of the regulatory mandate to wit: ensure that victims of domestic violence in Erie County receive appropriate services and referrals; create a partnership between the Family Justice Center (FJC) and ECDSS that supports a "one-stop" service model; provides free wrap-around services to victims of domestic

violence and their children in Erie County through a collaboration with on-site partners. The FJC was created in 2006 to ensure a coordinated community response for victims of domestic violence. ECDSS Domestic Violence Liaison Caseworkers assess claims of domestic violence made by welfare applicants and/or recipients to determine credibility, and to what extent the individual's safety would be jeopardized by fulfilling employment, paternity, child support, spousal support, or other welfare reform requirements. These specially trained DV liaisons assist victims in gaining safety and independence from their abuser, whose control is often financial as well as physical. The DV liaisons are also a resource for other county governmental divisions and provide victims with information about Erie County services.

Under the proposed alternative method the FJC shall undertake the following activities: administer intake assessments and provide immediate crisis intervention counseling to all clients who access the FJC, including clients being referred specifically to ECDSS; share as much office furniture from FJC unused storage as possible; share equipment, i.e. fax machine, copy machine, use of Language Line; provide access to all FJC common areas, including front porch, waiting room, living rooms, child play area, meeting rooms and staff break room; provide telephones and telephone service at no cost; provide access to transportation support for visiting ECDSS clients; provide access to a supervised child waiting area for children of visiting ECDSS clients; provide reasonable postage and office supplies at no cost; provide snacks for visiting ECDSS clients; complete brief intake assessment of all ECDSS clients to explain the FJC's business model and the variety of services available; encourage and support all on-site partners in referring clients to ECDSS; obtain releases of information from clients as appropriate; maintain strict confidentiality of all DSS clients; maintain Directors & Officers Insurance and Liability Insurance for FJC facilities; provide administrative support, i.e. process management, leadership of staff and committee meetings; screen access to FJC to insure (to the best extent possible) that perpetrators are not admitted; provide adequate office space and confidential meeting space for four (4) ECDSS employees.

Additionally, ECDSS shall undertake the following activities: follow all safety and security procedures as outlined in the FJC Operations Manual; consult with FJC Executive Director; participate in FJC staff and team meetings; assign one supervisory/managerial person from ECDSS to sit on FJC Advisory Committee; provide off-site and on-site supervision of ECDSS employees; provide computer equipment (as needed); provide all necessary furniture and equipment that the FJC cannot provide itself; refer ECDSS clients to other FJC partners as appropriate; insure that appropriate releases of information are obtained from DSS clients; insure confidentiality of all FJC Clients;

7. The stakeholders involved in providing non-residential care services to victims of domestic violence in this are: The Family Justice Center; Crisis Services, Children & Family Services, Hispanics United and United Way.

In order to ensure that all stakeholders were appropriately involved in the process of developing the alternate method DSS held meetings and conference calls to share ideas and collaborate on Memoranda of Understanding (MOU) between the above named stakeholders.

These meetings were held on 9/23/09 and 10/26/09. The MOU's were signed and executed by Children & Family Services on 1/19/10, Crisis Services on 1/25/10 and Hispanics United on 1/22/10.

Pursuant to SAPA §204-a(2)(c) the DV community of approximately thirty five (35) agencies in Erie County was afforded an opportunity to comment on our proposal between August 5, 2010 and August 15, 2010. DSS received only two (2) comments, both favorable.

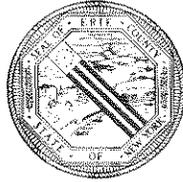
8. This petition has not been submitted to any authorized agents of any certified or recognized employee organizations representing employees because none will be adversely affected by implementation of the alternate method plan or its implementation.
9. The deadline for compilation and reporting of information used to facilitate evaluation of the effectiveness of the alternate method is March 31, 2010 with a monthly review of all core service performance measures beginning January 1, 2010.
10. The implementation of this proposed alternate method would be cost neutral. DSS desires to centralize and enhance the domestic violence services it already provides with the acceptance of this petition. There should be no fiscal impact on the New York State Office of Children and Family Services (OCFS) nor would there be any return to the State of New York from savings by implementing this alternate method.
11. Carol Dankert, Commissioner of the Erie County Department of Social Services, 95 Franklin, Buffalo, NY 14202, 858-7511 is the representative/contact, who will coordinate requests for any additional information required to approve this Petition.

Dated: September 14, 2010

Respectively submitted by:



Carol Dankert, Commissioner



COUNTY OF ERIE

CHRIS COLLINS

COUNTY EXECUTIVE

**APPROVAL BY THE DEPUTY COUNTY EXECUTIVE OF ERIE COUNTY
OF AN ALTERNATE METHOD FOR
IMPLEMENTING AND PROVIDING NON-RESIDENTIAL CARE SERVICES TO
VICTIMS OF DOMESTIC VIOLENCE**

WHEREAS, the Erie County Department of Social Services (ECDSS) oversees agencies that provide non-residential care services to victims of domestic violence as outlined in Regulations of the State Department of Social Services (18 NYCRR Part 462) and;

WHEREAS, pursuant to New York State Social Services Law §459-C a social services district shall offer and provide non-residential services including but not limited to, information and referral services, advocacy, counseling, community education and outreach activities, and hotline services, to a victim of domestic violence whether or not the victim is eligible for public assistance; and

WHEREAS, pursuant to said §459-C a social services district may provide such non-residential services directly or may purchase such services from a not-for-profit organization operating a residential program and/or a non-residential program for victims of domestic violence; and

WHEREAS, the ECDSS seeks approval of an alternate method for implementing requirements of 18 NYCRR Part 462, pursuant to Section 204-a of the New York State Administrative Procedure Act (SAPA) through a collaborative effort with four (4) separate agencies to insure that victims of domestic violence, who do not need or request emergency shelter, be provided with essential non-residential services; and

WHEREAS, ECDSS will also provide assistance and safety planning for all persons requesting such assistance; will insure that legal services are available to all victims of domestic violence; will provide a continuity of care for victims of domestic violence; and

WHEREAS, the proposed alternative method of implementing 18 NYCRR Part 462 is consistent with and will effectively carry out the obligation of the regulatory mandate to wit: ensure that victims of domestic violence in Erie County receive

appropriate services and referrals; create a partnership between the Family Justice Center (FJC) and ECDSS that supports a "one-stop" service model; provides free wrap-around services to victims of domestic violence and their children in Erie County through a collaboration with on-site partners; and

WHEREAS, the FJC was created in 2006 to ensure a coordinated community response for victims of domestic violence; and

WHEREAS, under the proposed alternative method the FJC shall undertake the following activities, including but not limited to: administer intake assessments and provide immediate crisis intervention counseling to all clients who access the FJC, including clients being referred specifically to ECDSS; provide access to transportation support for visiting ECDSS clients; provide access to a supervised child waiting area for children of visiting ECDSS clients; complete brief intake assessment of all ECDSS clients to explain the variety of services available; encourage and support all on-site partners in referring clients to ECDSS; obtain releases of information from clients as appropriate; maintain strict confidentiality of all DSS clients; screen access to FJC to insure (to the best extent possible) that perpetrators are not admitted; provide adequate office space and confidential meeting space for four (4) ECDSS employees; and

WHEREAS, ECDSS shall undertake the following activities, including but not limited to: follow all safety and security procedures as outlined in the FJC Operations Manual; consult with FJC Executive Director; participate in FJC staff and team meetings; assign one supervisory/managerial person from ECDSS to sit on FJC Advisory Committee; provide off-site and on-site supervision of ECDSS employees; provide computer equipment (as needed); provide all necessary furniture and equipment that the FJC cannot provide itself; refer ECDSS clients to other FJC partners as appropriate; insure that appropriate releases of information are obtained from DSS clients; insure confidentiality of all FJC Clients; and

WHEREAS, the stakeholders involved in providing non-residential care services to victims of domestic violence in this are: The Family Justice Center; Crisis Services, Children & Family Services, Hispanics United and United Way; and

WHEREAS, in order to ensure that all stakeholders were appropriately involved in the process of developing the alternate method DSS held meetings on 9/23/09 and 10/26/09 and conference calls to share ideas and collaborate on Memoranda of Understanding (MOU) between the above named stakeholders; and

WHEREAS, these MOU's were signed and executed on or about January 22, 2010; and

WHEREAS, the implementation of this proposed alternate method would be cost neutral; and

WHEREAS, there should be no fiscal impact on the New York State Office of Children and Family Services (OCFS) nor would there be any return to the State of New York from savings by implementing this alternate method; and

WHEREAS, ECDSS desires to centralize and enhance the domestic violence services it already provides.

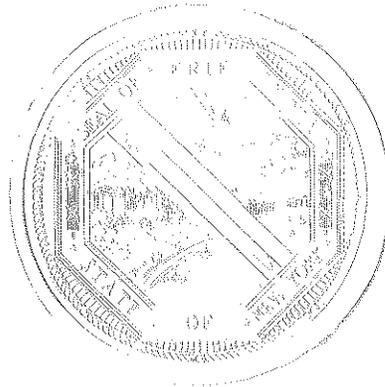
NOW THEREFORE, as an officer duly authorized by the Charter of the County of Erie, I hereby approve this alternate method of implementing and providing non-residential care services to victims of domestic violence.

DATED: August 13, 2010

BY:



Jeff Hart, Deputy County Executive



Stakeholder participation

Catani, Tracy

From: Rodriguez, Jill
Sent: Friday, September 10, 2010 2:25 PM
To: Catani, Tracy
Subject: FW: DV
Attachments: SAPA - DV Petition 04-12-10.pdf

--
Jill Rodriguez | Senior Confidential Aide
Erie County | Department of Social Services
95 Franklin St., Room 811 | Buffalo, NY 14202
P: (716) 858-7511 | F: (716) 858-8812
Jill.Rodriguez@erie.gov

Erie County's vision: Erie County will be a world-class community where People want to live, Businesses want to locate and Tourists want to visit.

From: Catani, Tracy
Sent: Monday, August 09, 2010 12:06 PM
To: Rodriguez, Jill
Subject: FW: DV

--
Tracy Catani | Principal Secretarial Typist
Erie County | Department of Social Services
95 Franklin St., Room 804 | Buffalo, NY 14202
P: (716) 858-6936 | F: (716) 858-8812
Tracy.Catani@erie.gov

Erie County's vision: Erie County will be a world-class community where People want to live, Businesses want to locate and Tourists want to visit.

From: Rodriguez, Jill
Sent: Thursday, August 05, 2010 3:32 PM
To: 'ccampbell@bpdny.org'; 'ctpyszczynski@bpdny.org'; 'bglazer@catswny.org'; 'jolin@catswny.org'; 'esurdel@catswny.org'; 'emeeks@cfsbny.org'; 'lgrube@cfsbny.org'; Joyce, Katey (DFA1-T07); 'awozniak@crisisservices.org'; 'dfabian@crisisservices.org'; 'Jessica Pirro'; 'rwr@crisisservices.org'; Clark, Jeanine; Cybulski, Rachele; Young, Regina; 'jdoerr@fjcsafe.org'; 'cirish@multisorb.com'; 'cpotempa@fjcsafe.org'; 'mmurphy@fjcsafe.org'; 'sfumanti@fjcsafe.org'; 'kzakalik@fjcsafe.org'; 'hubdv@aol.com'; 'liglesias@hispanicsunitedbuffalo.org'; 'cruzmoore@yahoo.com'; Fleischauer, Amy (DFA1-JA8); 'ehassett@iibuff.org'; 'whawkes@nls.org'; 'kmorgenheim@nls.org'; 'chetfox@gmail.com'; 'webfam2000@aol.com'; 'nmcculle@courts.state.ny.us'; 'lbrodwin@courts.state.ny.us'; 'dc.walczyk@ccwny.org'; Sampson, James (DFA1-T10); 'adc@horizon-health.org'; 'hhitzel@Lake-shore.org'; 'mmartin@nacswny.org'
Cc: DeCarlo, Frank; Osterreicher, Mickey; Catani, Tracy; Dankert, Carol
Subject: DV

To all Erie County Domestic Violence;

As part of our efforts to improve best practices in the area of dealing with domestic violence (DV), Erie County has petitioned the Office of Children and Family Services (OCFS) seeking approval for an alternative method of DV program implementation. We believe that this will maximize county-wide efforts and improve the availability of services to all residents. Once approved, these proposed

alternatives will also decrease the administrative burden on the DV community. It will also enable and encourage more efficient implementation of DV programs without infringing on the benefits currently provided under existing regulations. As part of the petition process, please review the attached document and provide any comments to Frank DeCarlo, Assistant Commissioner within ten (10) days. His email address is Frank.DeCarlo@erie.gov.

This petition will also be reviewed and discussed with those partners participating in the facilitated work group at the Family Justice Center.

Thank you very much for your dedication and commitment to our efforts. I look forward to working with you in the months ahead.

Sincerely,

Carol Dankert

Carol Dankert, Commissioner

--
Jill Rodriguez | Senior Confidential Aide
Erie County | Department of Social Services
95 Franklin St., Room 811 | Buffalo, NY 14202
P: (716) 858-7511 | F: (716) 858-8812
Jill.Rodriguez@erie.gov

Erie County's vision: Erie County will be a world-class community where People want to live, Businesses want to locate and Tourists want to visit.

Catani, Tracy

Distribution List Name: DV List

PETITION BY THE COUNTY OF ERIE FOR APPROVAL OF AN ALTERNATE
METHOD FOR IMPLEMENTING REGULATORY MANDATES

1. The Erie County Department of Social Services (ECDSS) oversees agencies that provide non-residential care services to victims of domestic violence as outlined in Regulations of the State Department of Social Services (18 NYCRR Part 462).

Additional services are also provided to all residents of Erie County seeking information and/or support regarding domestic violence. These services include:

- a. Telephone hotline assistance for crisis intervention counseling as well as information and referral service.
- b. Information and referral services which meet the individual needs of domestic violence victims and/or, upon request, provide perpetrators or alleged perpetrators with information and referral to community services.
- c. Community service Intervention on behalf of victims of domestic violence.
- d. Counseling to victims of domestic violence which stresses self-sufficiency.
- e. Community Education about the dynamics of domestic violence and the need for domestic violence services.
- f. Advocacy and counseling services including advocacy in the Court system.

Currently as required by NYS SSL 459-C:

- a. In accordance with the provisions of this section and the regulations of the department, a social services district shall offer and provide non-residential services including but not limited to, information and referral services, advocacy, counseling, community education and outreach activities, and hotline services, to a victim of domestic violence whether or not the victim is eligible for public assistance. A social services district may provide such non-residential services directly or may purchase such services from a not-for-profit organization operating a residential program and/or a non-residential program for victims of domestic violence.
- b. To the extent that funds are appropriated expressly therefore and a social services district has exhausted its allocation under title XX of the federal social security act, state reimbursement shall be

available for fifty percent of the expenditures made by a social services district for those non-residential services provided to victims of domestic violence which are included in the social services district's multi-year consolidated services plans and annual implementation reports approved by the department pursuant to section thirty-four-a of this chapter.

2. Petitioner is a local government, the County of Erie, with offices located at 95 Franklin Street, Buffalo, NY 14202, 716-858-
3. The regulatory mandate is, 18 NYCRR Part 462 of, entitled, non-residential services for victims of domestic violence.
4. The County of Erie, through its administrative unit, the Erie County Department of Social Services, seeks approval of an alternate method for implementing the requirements of 18 NYCRR Part 462, pursuant to Section 204-a of the New York State Administrative Procedure Act (SAPA) through a collaborative effort with four (4) separate agencies to insure that victims of domestic violence, who do not need or request emergency shelter, be provided with essential non-residential services.

ECDSS will also provide assistance and safety planning for all persons requesting such assistance; will insure that legal services are available to all victims of domestic violence; will provide a continuity of care for victims of domestic violence (in addition to the care requirements enumerated in item No. 1).

5. This Petition has been approved by a Resolution adopted by the Erie County Legislature. Attached is a certified copy of the Resolution.
6. The proposed alternative method of implementing 18 NYCRR Part 462 is consistent with and will effectively carry out the obligation of the regulatory mandate to wit: ensure that victims of domestic violence in Erie County receive appropriate services and referrals; create a partnership between the Family Justice Center (FJC) and ECDSS that supports a "one-stop shop" service model; provides free wrap-around services to victims of domestic violence and their children in Erie County through a collaboration with on-site partners supported by Memorandums of Understanding with these organizations. The FJC was created in 2006 to ensure a coordinated community response for victims of domestic violence. ECDSS Domestic Violence Liaison Caseworkers, now located at the Family Justice Center, assess claims of domestic violence made by welfare applicants and/or recipients to determine credibility, and to what extent the individual's safety would be jeopardized by fulfilling employment, paternity, child support, spousal support, or other welfare reform requirements.

These specially trained DV liaisons assist victims in gaining safety and independence from their abuser, whose control is often financial as well as physical. The DV liaisons are also a resource for other county governmental divisions and provide victims with information about Erie County services.

Under the proposed alternative method the FJC shall undertake the following activities: administer intake assessments and provide immediate crisis intervention counseling to all clients who access the FJC, including clients being referred specifically to ECDSS; share as much office furniture from FJC unused storage as possible; share equipment, i.e. fax machine, copy machine, use of Language Line; provide access to all FJC common areas, waiting room, child play area, meeting rooms and staff break room; provide telephones and telephone service at no cost; provide access to transportation support for visiting ECDSS clients; provide access to a supervised child waiting area for children of visiting ECDSS clients; provide reasonable postage and office supplies at no cost; provide snacks for visiting ECDSS clients; complete brief intake assessment of all ECDSS clients to explain the FJC's business model and the variety of services available; encourage and support all on-site partners in referring clients to ECDSS; obtain releases of information from clients as appropriate; maintain strict confidentiality of all DSS clients; maintain Directors & Officers Insurance and Liability Insurance for FJC facilities; provide administrative support, i.e. process management, leadership of staff and committee meetings; screen access to FJC to insure (to the best extent possible) that perpetrators are not admitted; provide adequate office space and confidential meeting space for four (4) ECDSS employees.

Additionally, ECDSS shall undertake the following activities: follow all safety and security procedures as outlined in the FJC Operations Manual; consult with FJC Executive Director; participate in FJC staff and team meetings; assign one supervisory/managerial person from ECDSS to sit on FJC Advisory Committee; provide off-site and on-site supervision of ECDSS employees; provide computer equipment (as needed); provide all necessary furniture and equipment that the FJC cannot provide itself; refer ECDSS clients to other FJC partners as appropriate; insure that appropriate releases of information are obtained from DSS clients; insure confidentiality of all FJC Clients;

7. The stakeholders involved in providing non-residential care services to victims of domestic violence in this area: The Family Justice Center; Crisis Services, Children & Family Services, Hispanics United and United Way.

In order to ensure that all stakeholders were appropriately involved in the process of developing the alternate method DSS held meetings and

conference calls to share ideas and collaborate on Memoranda of Understanding (MOU) between the above named stakeholders.

These meetings were held on 9/23/09 and 10/26/09. The MOU's were signed and executed by Children & Family Services on 1/19/10, Crisis Services on 1/25/10 and Hispanics United on 1/22/10.

8. This petition has not been submitted to any authorized agents of any certified or recognized employee organizations representing employees because none will be adversely affected by implementation of the alternate method plan or its implementation.
9. The deadline for compilation and reporting of information used to facilitate evaluation of the effectiveness of the alternate method is May 1, 2010 with a monthly review of all core service performance measures beginning January 1, 2010.
10. The implementation of this proposed alternate method would be cost neutral. DSS desires to centralize and enhance the domestic violence services it already provides with the acceptance of this petition. There should be no fiscal impact on the New York State Office of Children and Family Services (OCFS) nor would there be any return to the State of New York from savings by implementing this alternate method.
11. Carol Dankert, Commissioner of the Erie County Department of Social Services, 95 Franklin, Buffalo, NY 14202, 858-7511 is the representative/contact, who will coordinate requests for any additional information required to approve this Petition.

Respectively submitted by: _____

Carol Dankert

Dated: APRIL 12, 2010



Family Justice Center

April 1, 2010

New York State Office of Children & Family Services
52 Washington Street
Rensselaer, New York 12144-2796

Attn: Lisa Gordon
Pamela Jobin

Re: Erie County Petition for Alternative Funding

Dear Ms. Gordon and Ms. Jobin:

Please know how much I appreciate your interest in zeroing in on exactly what the Family Justice Center of Erie County is all about and how we operate. We take great pride in our center and especially the twice a month tours we conduct aimed at showcasing the unique partnerships that enables DV victims to secure all the services they need in one place minus the run-around. We honor our clients and the best way to understand and experience what they experience when they walk through our doors is to take a tour. Every decision we make here at the FJC is based on what's best for our clients. If there's a chance you will be in Buffalo, please do not hesitate to call me. I will accommodate you any time.

Meantime, we're in the process of revamping our screening policy involving defendants. We understand the state is not comfortable with this policy and following a spirited discussion with our partners, are moving in the direction of not screening clients prior to intake. Because three of our partners (Buffalo Police, District Attorney & Forensic Medical Unit) cannot serve defendants, clients requiring services from any one of the three will be screened following intake prior to being linked. We are in the process of drafting the final language, and by the end of next month I'm hopeful our Board of Directors will approve and adopt the new policy. Our goal is to keep our clients safe while addressing partner regulations and requirements. It appears this solution works.

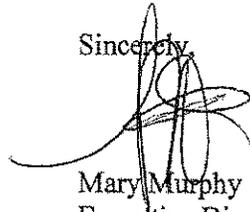
One more point: during the screening process over the past four years of our existence, very few if any potential clients were turned away. Again, we honor our clients and in cases where outstanding DV charges were raised, an advocate was immediately dispatched to talk to the client and discuss the charges. In a majority of the cases clients were allowed in. The remainder of the clients were linked with services outside the center and frequently escorted to the required agency by our advocates.

In client surveys conducted at Family Justice Centers around the country, clients report the screening process provides them with a sense of security. If you have any questions about our move to change the policy, please do not hesitate to call me.

Included in this packet:

1. A narrative detailing the Family Justice Center (FJC) service process, description of the services provided by the partner agencies, coordination of community education/outreach, and the agency's policy regarding confidentiality.
2. A flow chart detailing the FJC service process.
3. A copy of the FJC Release of Information.
4. Resumes for the employees of the FJC partner agencies and a brief explanation of their training.
5. A schedule indicating times and dates of the partner agencies' presence at the FJC.
6. A detailed list indicating the various topics covered within the FJC training and training modules used during the FJC DV101.
7. A list of the FJC Off-Site Partners.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mary Murphy', is written over the typed name. The signature is stylized with loops and a long horizontal stroke extending to the left.

Mary Murphy
Executive Director

The Family Justice Center of Erie County (FJC) provides free services to individuals victimized by domestic violence. Our agency reduces barriers to services by providing a safe location where professionals work together in order to support individuals victimized by domestic violence and to provide for their needs across a continuum of care. The FJC is the only agency in Erie County that provides a 'one-stop shop' experience to victims of domestic violence. We have become the point of entry for victims seeking the necessary services to remain safe from their perpetrators. We are able to do this through the collaboration of eleven partners, who are co-located under our roof. The FJC is a place where services are client focused, children are protected, violence stops, families begin the process of healing, and hope is realized.

Our mission is to provide an umbrella resource center to support client safety, self-determination and empowerment, referral and linkages for identified services, and offender accountability, through the collaboration of both on-site and off-site domestic violence service providers. By obtaining services through the FJC, clients have increased their safety, reduced their travel time, and decreased their wait time for services.

The FJC and our partner agencies will work in a collective effort to achieve the following objectives:

- Improve service delivery through co-location and collaboration, and provide a coordinated community response to individuals victimized by domestic violence.
- Improve the safety of victimized individuals, thereby reducing incidents of domestic violence and child abuse.
- Increase offender accountability.
- Reduce homicides related to domestic violence.
- Promote an ongoing coordinated community response for domestic violence grounded in the principles of zero tolerance for abuse.

Family Justice Center Process:

The following describes the service process used at the FJC. This process will begin from a hotline call and end with the client completing the necessary services. **Attached is a flow chart detailing the steps of the FJC service process.** This section also reflects the changes that are proposed by the agency and on-site partners regarding background checks. When an initial hotline call is received, a client will acquire information on services at the FJC, services offered by the partner agencies, referrals, safety planning, advocacy, and immediate crisis counseling. If it is determined a client is appropriate for FJC services, a client is referred to our agency. The client is given information on our location, parking lots, and hours of operation.

The FJC is currently reviewing procedures regarding background checks and permitting clients entry to our agency. The new procedure allows every person identifying themselves as a victim of domestic violence entry to the FJC. If the client requests

services from the Buffalo Police Department, Erie County District Attorney's Office, or UB Medicine-Forensic Medical Unit; a background check for domestic violence related charges will take place. These agencies are barred from working with clients who have domestic violence charges against them. If outstanding charges present, the agency will make every attempt to link the client to an agency that can work with them. Also, all Erie County Department of Social Services clients will receive services from that agency before completing an FJC Intake Assessment. This new procedure is pending FJC Board of Directors' approval. It is the goal of the FJC to never turn away a client without the minimum of a referral.

Once the client enters the agency, an FJC representative will log the clients name into our tracking system and assign the client to a living room. Once the client is in the living room, they will be given a form detailing their rights to confidentiality, and are asked to complete a survey based on their demographic information. The Intake Specialist will complete a brief intake assessment to identify and refer the client to the services they desire. Following the assessment, the Intake Specialist will complete Releases of Information. This form allows the FJC to share information with each agency the client will be working with. On average, the intake assessment will be approximately 15 minutes. Translation services are available for our clients either through Language Line Services, International Institute, or Hispanics United of Buffalo. The Demographics Form and the FJC Intake Assessment Form are records of the FJC and will follow the client as the client meets with identified partner representatives or FJC staff. Each partner agency will use information from the FJC Intake Assessment to prevent the client from retelling their story.

Upon completion of the intake assessment, the Intake Specialist will note the client's referrals in the FJC Tracking Book, and refer the client to the Advocates. A client entering the Family Justice Center for services will receive advocacy from a trained victims advocate working for one of our on-site partner agencies – Haven House, Crisis Services, Hispanics United of Buffalo, Erie County District Attorney's Office, Child and Adolescent Treatment Services, or Erie County Department of Probation. If none of these providers are available, the FJC Client Services Manager and FJC Volunteer/Program Coordinator are also trained and can provide advocacy services.

Because we provide most services needed by victims of domestic violence under our one roof, it is quite simple for advocates to provide liaison services to other partners, including civil legal assistance, law enforcement and prosecution support, medical assistance, and support in obtaining an Ex-Parte Temporary Order of Protection from Erie County Family Court. All advocates and Neighborhood Legal Services paralegal are trained to assist clients in completing public assistance applications. Additionally, all advocates are knowledgeable about other social services, including employment services and housing assistance, and they are trained on the rights of victims to obtain services. Most importantly, the advocates work with the clients to develop appropriate safety plans. Safety planning includes informing victims of the options available to them and their children, including legal, financial, and housing options. Following that, the services providers which include the Buffalo Police Department, Neighborhood Legal

Services, and the Forensic Medical Unit will meet with the client in order to complete the services offered by each specific agency. Every client who meets with a partner agency is referred back to the partner agency's home office upon completion of services at the FJC. Contact information will be given for the advocate/service provider that assisted the client as well as the home agency. Usually the FJC is only contacted again by the client if they need further assistance, or assistance in reaching a partner agency.

At the conclusion of a client's visit to the FJC, the Demographics Form and FJC Intake Assessment will be returned to the Intake Coordinator along with a Client Satisfaction Survey Form. Additional services that were unavailable at the time of intake will be arranged by referral to the appropriate partner representative. A signed Release of Information will be placed in the Release of Information notebook for any unavailable partner agency representative. It is the responsibility of partner agency staff to review the notebook for referrals when they return to the FJC. The FJC will obtain specific follow-up instructions from the client.

Each partner agency is governed by legal obligations and codes of professional conduct. Collaboration between On-Site Partners within the FJC is guided by the following principles:

- A. Partners will seek written permission from a client to share confidential information.
- B. Confidential client information will not be discussed in public areas, including elevators, hallways, restrooms, or lobbies.
- C. All FJC confidential information, including the Tracking Book, SAFEline log, and FJC intake assessment will be kept in a locked cabinet in the office of the Client Services Manager.
- D. Confidential case files are to be stored in locked file cabinets, secured within the confines of each Partner's office, or in a secured area designated for that purpose.
- E. Confidential information will not be entered on any shared technology systems.

During the intake assessment, the Intake Specialist will obtain permission from the client to release the intake forms to the agencies specified by the client. The Family Justice Center Release of Information is broken down by agency. The FJC will ask the client to sign one Release of Information per agency. We use this process in order to maintain confidentiality. **Attached is a copy of the FJC Release of Information.** Each agency will preserve their own files which will include the client's information. These files are not shared between the agencies. The Family Justice Center will also maintain a file with the original Intake Assessment, Partner Services Form, and Demographics Form.

Schedule and Training of Counselors/Advocates On-Site:

Advocates and service providers are located at the Family Justice Center Monday – Friday from 8:30 a.m. to 5:30 p.m. Each service provider offers services made available by the partner agencies. Below is a list of each agency, the services they provide, and their hours of availability. **Attached to this narrative are resumes for the advocates from our partner agencies and a brief explanation of their training. Also attached is a schedule indicating times and dates of the Service Providers' presence at the FJC.**

Please note that Christina Potempa and Julie Rockmaker from the Family Justice Center are trained domestic violence advocates and will meet with clients on the occasion that all advocates are unavailable.

Child & Family Services Haven House (HH): HH's mission is to interrupt the inter-generational cycle of domestic violence and assist victims in the quest to lead lives free from violence. Besides the core advocacy role provided at the FJC, HH's Advocate links clients to their shelter and refers them to counseling within Child & Family Services. The HH Advocate also provides supportive counseling onsite at the Family Justice Center. The advocate is onsite at the Family Justice Monday through Wednesday 9:30 a.m. to 5:30 p.m. and every other Friday.

Crisis Services Advocate Program (CS): CS is dedicated to promoting the health, safety, and well-being of the community through prevention, education, immediate intervention, and access to community-wide resources twenty-four hours a day. Besides the core advocacy role provided at the FJC, the CS Advocate will assist the client with Crime Victims Board reimbursement, short-term and long-term individual therapy, services for sexual assault, immediate intervention for suicidal/homicidal ideation. CS Advocates are on-site Tuesday, Thursday 8:00 – 5:30 p.m. and Fridays 8:00 a.m. – 12:00 p.m.

Erie County District Attorney's Office BE SAFE Domestic Violence Bureau (DA): The Domestic Violence Bureau utilizes a team approach to manage, investigate, and prosecute domestic violence crimes in Buffalo and Erie County. This unique team includes attorneys, criminal investigators and social workers/advocates. Advocates are specially trained to be the leading source of information about the criminal court process and court advocacy. Other services provided by the DA Advocates are assistance with filing criminal charges and Orders of Protection. One District Attorney Advocate is here Monday – Friday, 9:00 a.m. - 5:00 p.m. A bilingual Advocate is here Monday and Thursday, 9:00 a.m. – 5:00 p.m.

University at Buffalo Forensic Medical Unit (FMU): The FMU's inception was created out of the opening of the FJC. At this time, the FJC FMU is the only unit in New York State solely dedicated to domestic violence victims. The nurse provides health screenings, evaluation for strangulation, head, or internal injuries, photo documentation, body mapping, arrangement for follow-up care, and training/education. The nurse is on a rotating schedule, working four days a week from 8:00 a.m. – 4:00 p.m. On days that the nurse is not present, the DA Advocates are trained on photo documentation.

Hispanics United of Buffalo (HUB): HUB has a long standing tradition of providing services to the Hispanic community living within the Western New York area. These services would include housing, education/training, crisis intervention, court advocacy, parenting workshops, support groups, and outreach services. HUB has also collaborated with the District Attorneys office to provide translation/interpretation services to Spanish-speaking clients interested in pressing charges. The HUB Advocate is here Tuesday and Friday, 9:00 a.m. – 5:00 p.m.

Neighborhood Legal Services (NLS): NLS provides civil legal assistance to income-eligible client in a five county area: Erie, Genesee, Orleans, Wyoming, and Niagara Counties. The Service Provider will assist clients in obtaining a divorce, custody, and child support, public assistance, and illegal evictions. The Neighborhood Legal Services advocate is also trained on safety planning. The Representative from Neighborhood Legal Services is here every day from 9:30 a.m. - 5:00 p.m.

Eighth Judicial District Court (JDC): The Family Justice Center is fortunate to have a Referee from the JDC on site every day. The Referee will grant Ex-Parte Temporary Orders of Protection, assign a client to a Judge with Erie County Family Court, as well as review and explains the Order of Protection with the client.

Buffalo Police Department (BPD): BPD representatives meet with clients interested in pressing domestic violence charges for incidents occurring within the City of Buffalo. The Officer and Warrant Clerk on staff will also provide information on court, pressing charges, and follow-up. The Report Technician and Officer are on staff every day from 8:00 a.m. - 4:00 p.m.

Erie County Probation (ECP): The Probation Officer on staff is trained to meet with victims whose perpetrators are on probation in order to file sanctions against the perpetrator. The Officer has also been trained as an Advocate, and is a former employee of Haven House. She provides advocacy to clients in a back-up role status. The Probation Officer is on-site Monday through Friday, 12:00 p.m. - 5:00 p.m.

Child and Adolescent Treatment Services (CATS): The CATS Advocate provides assessment to children who witness domestic violence within the home. She also provides crisis intervention counseling, mental health screening and assessment, referral to outside sources, advocacy and information on Crime Victims Board. She provides advocacy to clients and their children. The CATS advocate is on staff Monday through Friday, 8:00 a.m. - 4:00 p.m.

In regards to training, each advocate at the FJC provides the same type of core advocacy services. The advocates are trained on domestic violence and advocacy at their home sites and at the FJC. **Attached is a sheet indicating the various topics covered within the FJC training and training modules used during the FJC DV101.** Advocates will shadow current FJC Advocates to understand the service process at the FJC. This is also a great opportunity to ensure consistency of advocacy at the FJC. Once clients meet with an Advocate, they are directed to follow-up for services at the home agency or to contact the advocate for follow-up appointments.

Coordination of Community Education/Outreach: Clients are given the opportunity to receive services from one of our off-site partners and other agencies within the community. Off-site partners are agencies within the Western New York area that have signed a Memorandum of Understanding with the FJC to provide services for our clients.

These agencies provide a variety of services that are not present at the FJC. **Attached is a list of the FJC Off-Site Partners.**

The FJC is also in contact with victims, agencies, and members of the Western New York community through presentations and trainings. It is common for FJC representatives to present to the community regarding domestic violence, teen dating violence, domestic violence and substance abuse, elder domestic abuse, domestic violence and sexual assault, LGBT domestic violence, and spiritual abuse to local community organizations, colleges, schools, civic organizations, businesses, and religious organizations.

The message delivered by Family Justice Center staff always includes a discussion regarding power and control and the complexities of leaving a violent relationship. Additionally, our message also concerns our one-stop service business model, the convenience of having all the resources under one roof, and that victims are safe at the FJC. The remainder of the message will vary depending on the audience.

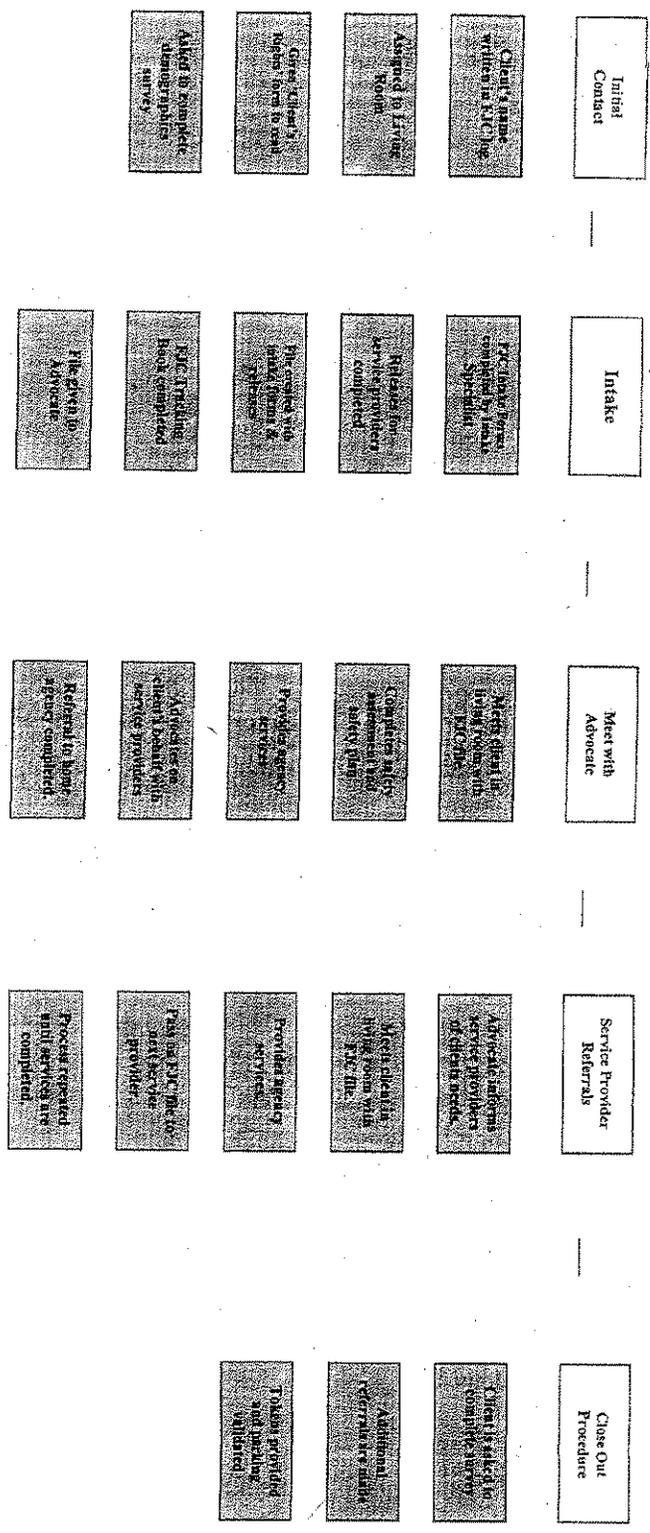
We also offer tours of our facility on a bimonthly basis. These tours include a presentation on power and control, the types of abuse, and prevalence of abuse in Erie County. The FJC also distributes palm cards around the community, particularly in places where women usually go, e.g. gyms, hair salons, houses of worship. Additionally, we regularly communicate with the print and broadcast media to strengthen our partnerships with them.

The Family Justice Center also recently began the Ambassador Program. The FJC is recruiting volunteers from each community within Erie County to speak on behalf of the FJC and the issue of domestic violence. These representatives will be trained on domestic violence, public speaking, and will also be given a standard presentation to use at speaking engagements. The goal is to educate Erie County on the issue of domestic violence, and create the Family Justice Center into a household name.

The FJC is also expanding services to include satellite offices. Over the past several months, the FJC has collaborated with the faith community of Orchard Park, New York. The goal is to create a satellite office within an outbuilding located at Orchard Park Presbyterian Church. The goal of this project is to complete the Intake Assessment and Referral Process with the client in Orchard Park. The client will also have the opportunity to be linked to the Orchard Park Police Department. Following these services, the client would then be linked to the Buffalo FJC location for further services.

This satellite is critical for providing services to Southern Erie County. Many victims living in this region do not have available transportation to get to Buffalo, New York or are not comfortable with driving in from the suburbs. This satellite office will provide services in a secured facility that will maintain the client's confidentiality and ensure clients receive the assistance they desire. It is the hope of the FJC to use this project as a template for future satellite offices.

FJC FLOW CHART



**FAMILY JUSTICE CENTER
237 Main Street 14th Floor
Buffalo, New York 14203
716-558-SAFE**

Consent for Release of Information

I, _____, authorize the Family Justice Center to disclose the Intake Assessment to: (Please choose one of the following)

- | | | |
|--|------------------------------------|--|
| Buffalo Police Department | Crisis Services | Erie County District Attorney's Office |
| Forensic Medical Unit | Haven House | Hispanic United Of Buffalo |
| International Institute | Neighborhood Legal Services | Spiritual Counseling |
| Child and Adolescent Treatment Services | Erie County Probation | Erie County Department of Social Services |

The purpose of the disclosure authorized is to make a referral and/or for services.

I have read the Family Justice Center Notice of Rights/Confidentiality.

I understand that my records are protected under the federal regulations governing confidentiality and cannot be disclosed without my written consent. I also understand that I may revoke this consent at any time except to the extent that action has been taken in reliance on this consent.

This consent will expire on _____ (date).

Signature of participant: _____ Date: _____

Print Name: _____

Witness: _____ Date: _____

Print Name: _____

FJC Partner Schedule

MONDAY

ADVOCATES
 District Attorney
 Haven House
 Child & Adolescent
 Erie County Probation
 FJC Employees

TUESDAY

ADVOCATES
 Crisis Services
 District Attorney
 Hispanics United of Buffalo
 Haven House
 CATS
 Erie County Probation
 FJC Employees

WEDNESDAY

ADVOCATES
 District Attorney
 Haven House
 Child & Adolescent
 Erie County Probation
 FJC Employees

THURSDAY

ADVOCATES
 Crisis Services
 District Attorney
 CATS
 Erie County Probation
 FJC Employees

FRIDAY

ADVOCATES
 Crisis Services
 District Attorney
 Hispanics United of Buffalo
 Haven House
 CATS
 Erie County Probation
 FJC Employees

SERVICE PROVIDERS

Buffalo Police Dept.
 Neighborhood Legal
 8th Judicial District
 Forensic Medical Unit

SERVICE PROVIDERS

Buffalo Police Dept.
 Neighborhood Legal
 8th Judicial District
 Forensic Medical Unit

SERVICE PROVIDERS

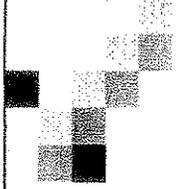
Buffalo Police Dept.
 Neighborhood Legal
 8th Judicial District
 Forensic Medical Unit

SERVICE PROVIDERS

Buffalo Police Dept.
 Neighborhood Legal
 8th Judicial District
 Forensic Medical Unit

SERVICE PROVIDERS

Buffalo Police Dept.
 Neighborhood Legal
 8th Judicial District
 Forensic Medical Unit



DV 101



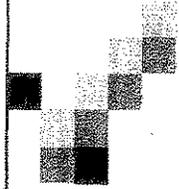
Family Justice Center

Overview

- Statistics of Domestic Violence (DV).
- Definition of DV.
- Causes of DV.
- History of DV Legislation In The U.S.A.



Family Justice Center



Domestic Violence Review



Family Justice Center

DV Statistics

- Each year in the US, approximately 1.3 million women and 835,000 men are physically assaulted by an intimate partner. (Tjaden & Thoennes, 2000).
- In the United States, battering is the major cause of injury to women ages 14-46, causing more injuries than auto accidents, muggings, and rapes combined.

*Statistics from the Office for the Prevention of Domestic Violence



Family Justice Center

DV in New York State

- In 2009, 43% of women killed in New York State were killed by an intimate partner.
- In 2000, approximately 3,200 DV assaults were reported to police departments in Erie County.
 - Approximately 55% of the perpetrators were charged with a misdemeanor.

*Statistics from the New York State Office for the Prevention of Domestic Violence (2007); and the New York State Department of Criminal Justice Services (2002).



Family Justice Center

What is Domestic Violence?

A pattern of violence used by one intimate partner against another to establish and maintain power, control, and dominance. This would include intentional, coercive, exploitative, and violent tactics.



Family Justice Center

Types of Domestic Violence

- Physical
- Emotional
- Psychological
- Isolation
- Financial
- Sexual
- Spiritual



Family Justice Center

Who Are the Victims?

Although a high majority of victims are women, it is important to remember that DV crosses all ethnic, gender, racial, age, origin, religious, and socioeconomic barriers.

- Example:** The rate for DV within gay, lesbian, bisexual, and transgender relationships is the same as the rate for heterosexual relationships (Zlotnik, 1995).



Family Justice Center

More About DV

- The Power & Control Wheel



Family Justice Center

Power & Control Wheel Unwound: Minimization & Blame

- Not accepting responsibility for your actions.
- Making a joke when you hurt your partner.
- Telling your partner everything is their fault.
- Believing abuse in the relationship is acceptable.



Family Justice Center

Power & Control Wheel Unwound: Intimidation / Verbal Abuse

- Yelling and screaming.
- Using a threatening tone.
- Talking down.
- Threatening to hurt yourself or your partner.
- Making your partner feel afraid.
- Smashing gifts.



Family Justice Center

Power & Control Wheel Unwound: Sexual Abuse

- Bragging about your sexual relationship.
- Comparing your partner to past partners.
- Using drugs/alcohol to get sex.
- Pressuring your partner.
- Rape.



Family Justice Center

Power & Control Wheel Unwound: Physical Abuse

- Holding your partner so they can't leave.
- Slamming them into a wall or locker.
- Injuries where bruises don't show.
- Grabbing.
- Hitting.
- Kicking.



Power & Control Wheel Unwound: Threats

- Saying you can't live without your partner.
- Telling your partner you will leave unless they do what you say.
- Constantly threatening to find someone else.
- Saying you will commit suicide if you breakup.



Power & Control Wheel Unwound: Domination

- Making all of the decisions.
- Having expectations that no one can meet.
- Controlling who your partner sees or spends time with.
- Setting all the rules in the relationship.



Power & Control Wheel Unwound: Humiliation

- Putting down your partner.
- Calling your partner names.
- Constant criticism.
- Making your partner feel like they are crazy.
- Embarrassing your partner in front of people.



Power & Control Wheel Unwound: Possessiveness:

- Using jealousy as a sign of love.
- Accusing your partner of cheating.
- Not letting your partner have other friends.
- Telling your partner how to think, dress, or act.



Power and Control Through Children

- Threats:
 - To hurt the children
 - To kidnap the children
 - To take custody
 - If you leave, I will...
- Questioning children about mom's behavior.



Power and Control Through Children

- Blaming the other parent for children's emotional or behavioral problems.
- Physically or sexually abusing the children.
- Manipulating the children's perceptions of the other parent.
 - May lead to abuse.



Family Justice Center

Effects of Living with an Abuser

Mental Health Effects:

- Depression
- Suicide
- Post-Traumatic Stress Disorder (PTSD)
- Substance Abuse
- Eating Disorders
- Sleep/Appetite Disorders



Family Justice Center

Effects of Living with an Abuser

Physical Health Effects:

- Abdominal & GI conditions.
- Sexually Transmitted Diseases and other GYN conditions.
- Musculoskeletal complaints.
- Fatigue and malaise.
- Chronic pain.
- Severe headact



Family Justice Center

A Basic Review of Domestic Violence

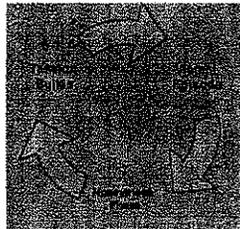
- Why does a victim stay?
 - As a group, please create a list consisting of the reasons why a victim would stay in an abusive relationship.
 - Please review the 5 types of abuse. How do these factor into a victim's decision to stay?



Family Justice Center

Cycle of Abuse

- Old Habits die hard.
 - An abusive partner's behavior is rooted in a desire to control.
- It will only get worse.
 - They may change for a short time, but it will happen again.
- Drinking is never an excuse.
- Couples counseling does not "cure" abusers.
 - This is not a problem you need to work on together
 - Couples counseling suggests both parties are equally at fault.



Family Justice Center

History of DV in the U.S.A.

"If I want, I may clean my shoes on you."
Wife Batterer, 1934

Historical Legal and Social Traditions



In ancient times, women were used as chattel (property) between a man, her father and/or husband. Chattel women were considered personal property of their husbands, fathers, or slave owners. Rape was not a crime against the female victim, but a crime against the father or husband.


Family Justice Center

The Rule of Thumb

- Derives from English law, which allowed a man to beat his wife with a stick as long as it was no thicker than his thumb.
- In 1782 Judge Sir Francis Buller made the legal ruling allowing men to beat their wives with "thumbsticks" in order to create law within the home.


Family Justice Center

The Rule of Thumb in the U.S.A.

- In 1824, the Mississippi Supreme Court ruled that husbands could administer violence when it was necessary stating "... moderate chastisement [is acceptable] in cases of emergency."
- In 1867, a North Carolina man is acquitted for giving his wife three switches approximately the size of one of his fingers. The reviewing appellate court later upheld the acquittal on the grounds that the court should "not interfere with family government in trifling cases."


Family Justice Center

A Man's House...

Initially, the notion a "man's house is his castle" was viewed as the duty of the males to control their homes and property within their own judgments and standards. Physical violence was acceptable if it was necessary to keep the peace of the home.


Family Justice Center

The Battered Women's Movement

- During the late 1960's and early 1970's, feminist groups developed The Battered Women's Movement to shed light on DV, especially female victims. The movement was fueled by the Civil Rights and Anti-War movements.
- "We will not be beaten" is the mantra of women organizing to end domestic violence.


Family Justice Center

The Battered Women's Movement

- Founders of the Battered Women's Movement took inspiration from the grassroots efforts of the Women's Rights Movement in Seneca Falls, New York.
- Since then, the Movement impacted the services for victims of domestic violence by increasing the safety of women and assistance with the Criminal Justice system.


Family Justice Center

The Battered Women's Movement

- Domestic DV.
- Women are a majority of the victims of DV.
- It is important to remember that victims are also:
 - Gay men and women.
 - Transgender men and women.
 - Heterosexual Men.



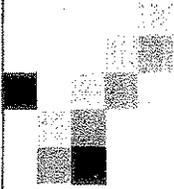
Family Justice Center

DV Legislation Now...

- In the 1990's The Violence Against Women Act was passed to provide services for female DV victims.
- This led to the passing of the President's Family Justice Center Initiative in October 2003.
- Recently, legislation was passed to strengthen stalking laws and the creation of DV programs in rural communities.



Family Justice Center



DV 201: Legal Aspects of DV



Family Justice Center

Overview

- Review of the courts victims for DV.
- Look at Orders of Protections.
- Discuss issues that victims may have with the judicial system.



Family Justice Center

Why Would Victims Use the Legal System?

- Because DV rules many parts of a person's life, victims need the assistance of the legal system to ensure their safety and protection.



Family Justice Center

The Legal System Can Assist Victims With...

- Orders of Protection.
- Incarceration of Perpetrator.
- Divorce.
- Custody/Visitation.
- Child Support.



Family Justice Center

What Courts Do DV Victims Utilize?

- Family Court.
- Criminal Court.
- Integrated Domestic Violence Court.



Family Justice Center

Family Court

- Family Court usually resolves issues that occur between married partners or individuals with children in common.
- It is usually an alternative to criminal court and is based on social service interventions.



Family Justice Center

Creation of Family Court

- In 1914, the first family court was created in Buffalo, New York. Professionals began to believe that domestic incidents should be resolved in settings that are engineered by the human service field.
- The initiation of Family Court is the first step away from using the criminal justice system to resolve domestic violence incidents.



Family Justice Center

Why Proceed in Family Court?

- It is a civil court.
- The Petitioner initiates the case and decides how they wish to proceed.
- Can resolve family issues.
- Low burden proof.
- Incarceration can only occur if an Order of Protection is violated.



Family Justice Center

Who Can Use Family Court?

Eligible Individuals:

- Legally married.
- Formerly married.
- Related by blood.
- Related by marriage.
- Have children in common.



Family Justice Center

Fair Access to Family Court Legislation

- On July 22, 2008, Governor Paterson Signed new legislation allowing victims of domestic violence to obtain services from Family Court even if they do not meet the relationship criteria.
- Please refer to your handout.



Family Justice Center

Criminal Court

- Criminal court is based on the application of punishment for an individual's actions that is perceived as wrong by a society.
- Attempts to find justification for the victim.



Family Justice Center

Criminal Court

A person should pursue a case in criminal court when the person is interested in a conviction.



Family Justice Center

Proceeding in Criminal Court

- The Court has jurisdiction over the matter.
- A criminal offense has been committed.
- The District Attorney's office believes there is substantial evidence to bring the matter to trial.
- A victim is willing to work with the district attorney's office and the police department.
- The case will go on with or without the client's help.



Integrated Domestic Violence (IDV) Court

- Based on the drug court model.
- A family who has complaints in Family and Criminal Court at the same time can have all of their complaints heard in IDV Court where the one judge makes the rulings.
- A case can only be transferred to IDV.



IDV Court, Cont'd

- A victim can obtain or modify an Order of Protection from Criminal or Family Court.
- Child support, spousal support, custody, and visitation petitions can also be brought to IDV Court.



Orders of Protection



The Order of Protection Pop Quiz

- Orders of Protections are only good in the county that you received it.
- FALSE!!
- Orders of Protection only keep perpetrators away.
- FALSE!!
- Orders of Protection are only for family issues.
- FALSE!!



What is an Order of Protection?

An Order assigned by the Court to protect the safety and welfare of a victim from their abuser.



An Order of Protection consists of

Specific Orders by the Court to:

- Prohibit the presence of the abuser within the area of where the victim is present.
- Prevents the abuser to conduct specific behaviors in the presence of the victim.
- Requires the abuser to perform specified acts to protect the safety of the victim.



Orders of Protection

- Can be received through the following courts:
 - Criminal.
 - Family.
 - IDV.
- Both the complainant and abuser must meet the requirements of the Court.



Two Types of Order of Protections

- Stay Away.
- Non-Offensive.



Stay Away Orders of Protection

- An Order directing the abuser to stay away from the victim. This can include stipulations such as staying away from the victim's:
 - Home.
 - School.
 - Work.



Non-Offensive Order of Protection

An Order directing the abuser to refrain from committing a family offense within and without the home. The perpetrator may:

- Not be removed from the home.
- Be asked to surrender firearms.
- Be restrained from intentionally harming or killing any companion animals and/or pets.
- Be asked to attend substance abuse treatment.
- Pay restitution.



Time Limits

- Orders can be granted by the Court on a temporary or permanent basis.
 - The time limit set is dependent upon the severity of each case.
- The Judge must believe that the Order is necessary for protecting the individual to grant the complainant request.



Violation of an Order of Protection

- The abuser is required to appear before the Court regarding the specific violation of the Order.
- It does not matter if the abuser fully violates the Order. If one stipulation is breached, the entire Order is violated.



Family Justice Center

Full Faith & Credit



- Full Faith & Credit requires that all valid Orders of Protections from one state must be enforced by another state.



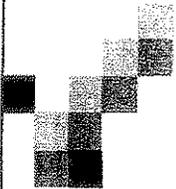
Family Justice Center

Criminal Documents

- Please see example.



Family Justice Center



Cultural Competency

DV Around The World



Family Justice Center

What is culture?

- The configuration of shared attitudes, values, goals, spiritual beliefs, social expectations, arts, technology, and behaviors that characterize a broader society in which people live.

• Zastrow & Kirat-Ashman, 2004



Family Justice Center

Culture and Domestic Violence

- Some groups and communities are against violence towards another person. However, some groups have made violence an acceptable cultural norm, especially concerning violence against women.



Family Justice Center

Power and Control Tactics Used Against Immigrant Women

- **ISOLATION:** The abusing partner often keeps the victim isolated from family, friends, and from anyone who speaks her language. They may also prevent the victim from learning English.
- **THREATS:** The abuser may threaten to report the victim to Immigration and Customs Enforcement (ICE) for deportation; or withdraw the petition to legalize immigration status.

Power and Control Tactics Used Against Immigrant Women

- **CITIZENSHIP OR RESIDENCY PRIVILEGES:** The abuser may fail to file papers to legalize immigration status, or withdraw papers that have been filed.
- **ECONOMIC ABUSE:** They may (or threaten to) report victims to ICE if the victim works "under the table." They may also restrain the victim from obtaining job training or schooling.



Family Justice Center

Power and Control Tactics Used Against Immigrant Women

- **CHILDREN:** The abuser may threaten to hurt or take children away from the United States, or to report the children also to ICE.
- **INTIMIDATION:** The abuser may hide or destroy important papers (passport, identification card, green card, health insurance card). They may also destroy important mementos from their country of origin.

(2008 Family Violence Prevention Fund)



Family Justice Center

Issues That Arise When Immigrants Seek Services

- **LANGUAGE BARRIERS:** When a battered immigrant tries to get assistance from a domestic violence agency, they may not be able to use the help that is offered because it is not in their origin language and no one is available to translate.
- **CULTURAL ISSUES:** Services provided by domestic violence programs may not address relevant cultural issues, so the agency may propose ideas that are not culturally appropriate or may not be able to offer appropriate assistance.



Issues That Arise When Immigrants Seek Services

- **LACK OF ACCESS TO SERVICES:** Domestic violence agencies may not understand the intricacies of immigration law and issues. It is possible to make the immigrant's circumstances worse and create a situation that would ultimately result in the immigrant's deportation. Immigration agencies or attorneys may not recognize the signs of domestic violence, or know how to help.

(2008 Family Violence Prevention Fund)



Issues That Arise When Immigrants Seek Services

- Whether a client's home country is patriarchal or matriarchal may be a factor in the client searching for help.
- Cultural traditions regarding dress and behaviors while in the presence of opposite sex may make the client uncomfortable when obtaining services.
 - Leaving the door open or using the conference room are options.



Who Should Not Become An Interpreter

- **CHILDREN:** They will feel torn between protecting the victim and the abuser. Children do not often have the vocabulary or understanding to interpret complex matters. It is important to prevent from using them for interpretation to prevent further damage.
- **FAMILY MEMBERS:** Service providers cannot determine the motivation family members and several problems may arise. For example, they may be pressuring the victim to return to their abuser for cultural reasons. Family members of the perpetrator will often volunteer to interpret in order to control what the victim does or says. They may attempt to cover any wrongdoing by the perpetrator.
- **ANYONE WHO IS WITH THE VICTIM:** should not be used because their relationship to the victim, perpetrator or the victim's community cannot be determined.



Who Should Become an Interpreter

- Only a **third party neutral interpreter** should be used. The victim's confidentiality is best protected by an interpreter who has been trained in confidentiality and neutrality.
- It is also important to use an interpreter who is the same gender as the victim. Because of cultural standards, immigrant victims often will not share personal information with a person from a different gender.



Research – Shaw & Lee

- Research from 2001 indicates that women from many races are equally vulnerable to violence by an intimate partner.

Physical Assault

The study revealed that race/ethnicity was not a factor when women reported physical assault.

- Asian/Pacific Islander women, 49.6%
- Caucasian women, 51.3%
- 52.1% of African American women
- 57.5% of bi-racial/multi-racial women, and
- 61.4% of Native American/Native Alaskan women



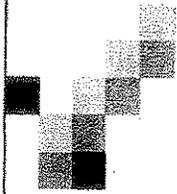
Family Justice Center

Cultural Traditions

- The traditions regarding violence can make a client apprehensive about receiving help.
- Traditional roles for men and women may force the client to decide against getting help.
- It is important to remember DV affects all. We should not judge a client by their race, ethnicity, or religion.



Family Justice Center



The Family Justice Center



Family Justice Center

Overview

- The creation of the Family Justice Center (FJC).
- Review of the partner agencies.
- What is the volunteer's role.



Family Justice Center

History of FJC

- See Form



Family Justice Center

The FJC in Erie County

- In 1995, the Erie County Coordinated Community Response created a long-term strategic plan to streamline domestic violence services in the hopes of ending domestic violence in Erie County.
- This response consisted of representatives from agencies that assist victims of DV.



Family Justice Center

An FJC in Buffalo

- In October 2003, the Department of Justice announced the allocation of grants to establish 15 FJC's in the United States.
- Erie County is offered one of the grants. On May 2, 2006, the Family Justice Center of Erie County announces its Grand Opening.



Family Justice Center

The FJC...

- Is a collaborative effort between community agencies to break the barriers victims face in obtaining services.
- Brings unity to a fragmented system.
- Holds abusers accountable for their actions through a zero-tolerance policy.
- Is a safe place for victims and their children.
- Is a center for empowering victims.



Family Justice Center

Who Has Access to the FJC?

- Open to all adults and children living in the Western New York area.
- All services are free.
- The FJC welcomes clients from all backgrounds seeking assistance for DV issues.



Family Justice Center

How Can Someone Receive Services?

- An appointment is not required.
- No referral is needed.
- Walk-ins are welcomed.
- Referrals are received from partner agencies and other community agencies.



Family Justice Center

How Does the FJC Provide Services?

- By collaborating with our partner agencies, we can provide services regarding shelter, counseling, health/forensic documentation, advocacy, legal aid, and referral to outside services.
- Our on-site partners are from various agencies that specialize in specific services for victims of DV.



Family Justice Center

On-Site Partners

- Child & Family Services Haven House
- Crisis Services
- Erie County District Attorney
- UB Family Medicine, Inc.
- Hispanics United of Buffalo
- Neighborhood Legal Services, Inc.
- Erie County Probation
- 6th Judicial District
- Episcopal Diocese of Western New York
- Buffalo Police Sex Offense Squad
- Child and Adolescent Treatment Services
- Department of Social Services



Family Justice Center

Child and Family Services Haven House (HH)



Family Justice Center

Mission

Child & Family Services Haven House interrupts the intergenerational cycle of domestic violence and assists victims in their quest to lead lives free from violence. We provide a forum for victims and survivors so they can fully maximize their true potential.



Family Justice Center

Brief History

- 1978 - Erie County Coalition For DV victims obtains grant funding to create Haven House.
- 1979 - Haven House Shelter opens.
- 1986 - Outreach component begins.
- 1993 - First family court advocate begins.
- 1997 - Criminal justice advocacy begins with Buffalo Police Department and Erie County Sheriff's Office.
- 2004 - New state-of-the-art facility for shelter and outreach program opens, includes transitional housing.



Services

- 24-hour Domestic Violence Hotline
- Confidential and safe shelter for women and children.
- Supportive counseling and support groups:
 - Outreach throughout Erie County, including FJC.
 - Specialized groups and services for LGBT victims, women of color, children, mandated survivors, and art empowerment.
- Court and police advocacy:
 - Family, IDV, Felony DV, Expedited Matrimonial Courts, Village of Kenmore, Lackawanna, and Cheektowaga P.D. and Court, Town and Village Courts in Erie County.



On-Site Staff at FJC

- Haven House Advocate/Counselor:
 - Safety planning, information and referrals.
 - Linkage and referral to Haven House shelter and other Haven House services.
 - Victim advocacy at FJC and with other agencies and courts.
 - Ongoing supportive counseling.



Program locations

- Main office- Haven House
(716) 884-6000
- Family Justice Center- Lolita Kelson (Advocate)
Direct Line: 568-6274
Ext. 325



Crisis Services Advocate Program (CS)



Mission

Crisis Services is dedicated to promoting the health, safety, and well-being of the community through prevention, education, immediate intervention, and access to community-wide resources 24 hours a day.



Brief History

- The Advocate Program began as a program to provide intervention and information to victims of sexual assault in emergency rooms. The need for the same advocacy for DV victims soon became apparent and the program fulfilled this need by adding services in 1995.
- Crisis Services is the NYS Department Of Health designated rape crisis center and a New York State Approved non-residential domestic violence service provider. Crisis Services is one of the founding partners of the Family Justice Center.



Family Justice Center

Services

- 24-hour on-site crisis intervention and support at all hospital emergency rooms in Erie County.
- Criminal justice advocacy, assistance, and accompaniment through all court proceedings.
- Case management services including extensive telephone contacts and home visits.



Family Justice Center

Services

- Information and referrals.
- Assistance in obtaining Crime Victims Board reimbursement.
- Short-term and long-term individual therapy.
- 24-hour hotline services and staff consultation.
- Educational presentations, professional trainings, and in-services.
- Access to all Crisis Services programs.



Family Justice Center

Program locations

- Main office: Crisis Services
2969 Main Street
Buffalo, New York 14214
(716) 834-3131
- Family Justice Center: Jackie Barber (Advocate) and Amanda Wozniak (Advocate)
Direct Line: 558-5278
Ext: 351



Family Justice Center

Erie County District Attorney
BE SAFE Program
Domestic Violence Bureau
(DA)



Family Justice Center

Mission

- The Office of the District Attorney is responsible for investigating crimes, presenting evidence to Grand Jury, and implementing the prosecution of persons indicted for criminal offenses. The District Attorney tries felonies in Erie County and New York State Supreme Courts, as well as misdemeanors and non-criminal offenses in the city, town, and village courts of Erie County.
- The District Attorney's office is comprised of specialized Bureaus to handle different types of cases. The Domestic Violence Bureau utilizes a team approach to manage, investigate, and prosecute domestic violence crimes in Buffalo and Erie County. This unique team includes attorneys, criminal investigators and social workers/advocates.



Family Justice Center

Brief History

- With the aid of state and federal grants, the BE SAFE Program (Buffalo & Erie County Stopping Abuse in the Family Environment) of the Domestic Violence Bureau was formed in 1996.
- It was the first Domestic Violence unit in New York State outside of New York City. With a multi-disciplinary approach, the unit has dramatically changed the system's approach to family violence. In 2006, the Bureau was responsible for the prosecution of almost 4,000 cases.
- The Domestic Violence Social Workers have extensive experience working with DV victims/survivors, both in and out of the court setting.



Family Justice Center

Services

- Services are provided to survivors regardless of gender, sexual orientation, or whether criminal charges have been filed.
- BE SAFE Advocates are specially trained to be the leading source of information about the criminal court process. Court advocacy and accompaniment to all criminal courts in Erie County is provided daily.
- Individualized safety planning and risk assessment.
- Supportive counseling.
- Information and referral/linkage to necessary services.
- Domestic Violence education and training.
- Direct linkage to the District Attorneys.



Family Justice Center

Services

- Non-court advocacy.
- Assistance with filing criminal charges.
- Assistance with obtaining an Order of Protection.
- Information and case updates once criminal charges have been filed.
- Access to victim witness case workers to file Crime Victim's Board applications.
- Spanish-speaking advocates.



Family Justice Center

Agency Collaborations / Services

- The BE SAFE Program works closely with the International Institute of Buffalo for cases involving immigrants or refugees. International Institute also provides advocacy and translational services for survivors going through the court system.
- Hispanics United of Buffalo provides on-site, bilingual advocates at the Family Justice Center and Buffalo City Court as part of the BE SAFE Program.
- Haven House provides an advocate to assist with domestic violence cases in the Town/Justice Courts.



Family Justice Center

Program Location

- Main office- Buffalo City Court
50 Delaware Avenue, 4th floor
Buffalo, NY 14202
(716) 858-4630 (716) 858-4638
fax: (716) 858-4639
- Family Justice Center: Jeanine Clark (Advocate)
Direct Line: 558-5277
Ext: 400



Family Justice Center

Forensic Medical Unit (FMU)



Family Justice Center

Brief History

- The Forensic Medical Unit's inception came out of the opening of the FJC. Supervision and aid is received from UB Medicine.
- At this time, the FMU is the only unit in New York state solely dedicated to DV victims.

Clients are Referred to the FMU for

- Pain/visible injuries.
- Evaluation for strangulation, head or internal injuries.
- Injuries requiring follow up photos.
- Basic medical care.
- Photo documentation and body mapping.



Family Justice Center

Scope of Services

Procedures:

- Health screening.
- Photo documentation.
- Body mapping.
- Interpretation of injury.
- Follow up photos.
- Arrange for follow up appointments.



Family Justice Center

Scope of Services, cont.

- Ensure appropriate referral services for children witnessing DV.
- Patient education, injury review.
- Consultation with the District Attorney's Office and Buffalo Police Department.
- Community training and education.
- Court testimony (grand jury and trial).



Family Justice Center

Program Location

- Family Justice Center Nurse: Carol Webster
- Direct Line: 558-5290
- Ext: 500



Family Justice Center

Hispanics United of Buffalo (HUB)



Family Justice Center

Services

- HUB provides a variety of services other than assistance to DV victims. This would include:
 - Housing
 - Nutrition
 - HIV/AIDS education
 - Breast cancer education
 - Services to families in crisis



Family Justice Center

The HUB at FJC

- These services include:
 - Crisis intervention
 - Court advocacy
 - Referrals to health care providers
 - Non-clinical counseling
 - Interpretation/translation
 - Parenting workshops



Family Justice Center

Services, Cont'd

- Support groups
- Anger management
- Community education/prevention
- Outreach services
- Transitional housing



Family Justice Center

Program Location

- Main office: 254 Virginia Street
Buffalo, New York 14201
(716) 856-7110
24/7 Hotline: (716) 481-8867
- Family Justice Center: Evelyn Arroyo (Advocate)
Direct line: 556-5070
Ext: 525



Family Justice Center

Neighborhood Legal Services (NLS)



Family Justice Center

Neighborhood Legal Services

- Services are generally accessed by telephone with a limited number of calls accepted each day on a first come, first served basis beginning promptly at 9 am.
- NLS provides civil legal assistance to income-eligible clients in a five county area (including Erie, Genesee, Orleans, Niagara, and Niagara Counties).
- In Erie County legal counseling and advice and limited representation is provided in the following areas:



Family Justice Center

Family Law

- Domestic Violence (in collaboration with the Family Justice Center)
- Custody
- Divorce
- Child Support
- Foster Care Issues



Public Benefits

- Public Assistance
- Food Stamps
- Emergency Assistance Benefits (for rent arrears and utility shut-offs)
- Supplemental Security Income (SSI) Benefits-denials and terminations
- Student Loans
- Special Education



Housing

- Evictions
- Unsafe Housing Conditions
- Public and Subsidized Housing Applications and Terminations
- Illegal Lockouts
- Housing Discrimination



Program Location

- Main office- 237 Main Street, 4th Floor
Buffalo, New York 14203
(716) 856-7110
24/7 Hotline: (716) 481-8867
- Family Justice Center: Barbara Peoples
Direct line: 658-5275
Ext: 575



Eighth Judicial Courts



Services at the FJC

- Administers in providing Ex Parte Orders of Protection to FJC clients.
- Provides linkage to Family Court for additional services.

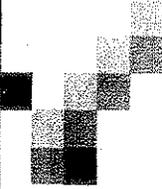


Program Location

- Main office: 237 Main Street, 14th Floor
Buffalo, New York 14203
- Family Justice Center: Attorney Nancy McCutley
Direct line: 845-3680



Family Justice Center



Episcopal Diocese of Western New York



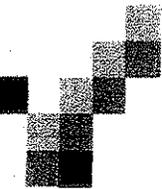
Family Justice Center

Services at the FJC

- Confidential spiritual support to discuss option if struggling with questions regarding suffering, the marriage covenant, etc.



Family Justice Center



Buffalo Police Department



Family Justice Center

Services at the FJC

- Assists clients where the offense occurred in Buffalo.
- Creates Police Reports.
- Follow up on a previously reported case.
- Know the status of an offender.



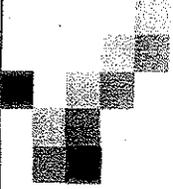
Family Justice Center

Program Location

- Main Office: 74 Franklin Street
Buffalo, New York
- Family Justice Center: Officer Cheryl Campbell and Carol Pszczynski (Report Technician)



Family Justice Center



Erie County Probation



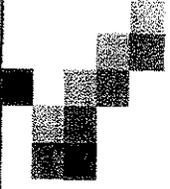
Family Justice Center

Services at the FJC

- Provide information on individuals who are currently on probation.
- Gathers evidence and documentation on violations of Orders of Protections.
- Provides back-up safety planning.

Program Location

- Main office: 1 Niagara Plaza
Buffalo, New York
- Family Justice Center: Regina Young



Child and Adolescent Treatment Services (CATS)



Family Justice Center

Services at the FJC

- Provides assessment to children who witnessed DV within the home.
- The CATS Case Coordinator will provide:
 - Crisis intervention counseling;
 - Mental health screening and assessment;
 - Referral to outside sources;
 - Advocacy and information on Crime Victim's Board.



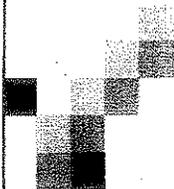
Family Justice Center

Program Location

- Main Office: 556 Franklin Street
Buffalo, New York
- Family Justice Center: Elizabeth Surleo (Advocate)
Direct Line: 558-5286
Ext: 450



Family Justice Center



FJC Volunteers



Family Justice Center

Where Do Volunteers Fit In?

- Volunteers provides fuel for the engine that assists clients to referring to partner agencies possible. Volunteers assist clients, advocates, and FJC staff to ensure client safety and service.



Family Justice Center

Volunteer Positions

- Intake Specialist.
- SAFELine.
- Hospitality.
- Child Waiting.
- Administration and Clerical.



Family Justice Center

Who is the Customer of the Volunteer?

- Clients.
- On-site partners.
- FJC staff.
- Off-site agencies.



Family Justice Center

Training for Advocates and Employees

1. Complete DV101 training, which includes an examination of domestic violence, the court system, cultural competency, and the Family Justice Center. (JR)
2. Review the history, mission, vision, and goals of the Family Justice Center and the services provided by the partner agencies. (JR)
3. Review the Operations Manual. (CP)
4. Review of the Intake process. (JR)
5. Shadow Intakes. (JR)
6. Review pager, tracking book, and other systems. (CP)
7. Introduction to the partners and FJC staff. (CP)

Family Justice Center Off-Site Partners:

- Baker Victory Services
- Buffalo Prenatal-Perinatal Network
- Buffalo Veteran's Affairs Hospital – Women's Center
- Catholic Charities
- Community Services for the Developmentally Disabled
- Deaf Adult Services
- Erie County Central Police Services
- Erie County Coalition Against Family Violence
- Erie County Department of Health
- Erie County Department of Senior Services
- Erie County Sheriff's Department
- ECC One Stop Training & Employment
- Every Person Influences Children
- Gateway Longview
- Gay & Lesbian Youth Services
- Horizon Health Services
- Jewish Family Services
- Lakeshore Behavioral Health, Inc.
- Mid-Erie County & Treatment
- Native American Community Services
- Pride Center of Buffalo, Inc.
- Salvation Army
- SUNY at Buffalo Law School
- SUNY at Buffalo School of Social Work
- United Way of Buffalo & Erie County
- Volunteer Lawyers Project

Memorandum of Understanding (MOU)

Between

Family Justice Center of Erie County, Inc.

and

Suicide Prevention and Crisis Service, Inc. (Crisis Services)

This is an agreement made by and between Suicide Prevention and Crisis Service, Inc. hereinafter called Crisis Services and the Family Justice Center of Erie County, Inc., 237 Main Street, Buffalo, New York 14202, hereinafter called the FJC.

I. Purpose & Scope

The purpose of this MOU is to identify clearly the roles and responsibilities of each party as they relate to providing services to Erie County victims of domestic violence at the FJC.

In particular, this MOU is intended to:

- Ensure that victims of domestic violence in Erie County receive appropriate services and referrals
- Create a partnership between the FJC and Crisis Services that supports the "one-stop" service model

II. Background

The FJC provides free, one-stop, wrap-around services to victims of domestic violence and their children in Erie County. The services are provided by a collaboration of on-site partners. The FJC was created in 2006 to ensure a coordinated community response for victims of domestic violence.

Crisis Services Advocate Program is a NYS Approved Non-Residential Domestic Violence Service Provider and the New York State Department of Health designated Rape Crisis Center for Erie County. Since 1995, the Advocate Program has been providing intervention and information to victims of domestic violence. Crisis Services is dedicated to promoting the health, safety and well-being of the community through prevention, education, immediate intervention and access to community-wide resources 24 hours a day. Crisis Services is one of the founding partners of the Family Justice Center.

III. FJC Responsibilities under this MOU

The FJC shall undertake the following activities:

- Provide management and administrative support
- Provide one secure office
- Provide office furniture, including locking file cabinet
- Provide telephone and internet access at no cost
- Provide reasonable photocopies and office supplies at no cost
- Encourage and support all on-site partners in referring clients to [partner]
- Refer appropriate clients to [partner]
- Obtain releases of information from clients as appropriate
- Maintain strict confidentiality of all clients
- Maintain safety and security procedures to insure, to the extent possible, that perpetrators are not admitted
- Maintain Directors & Officers Insurance and Liability Insurance for FJC facilities
- Maintain hotline in accordance with Non-Residential Services for Victims of Domestic Violence, Part 462
- Provide information and referral services in accordance with Non-Residential Services for Victims of Domestic Violence, Part 462
- Provide community outreach and education services in accordance with Non-Residential Services for Victims of Domestic Violence, Part 462
- Complete brief intake assessment of all clients to explain the FJC business model and the variety of services available
- Provide advocacy services when required by client volume and partner capacity
- Provide orientation and training for [partner's] on-site staff

IV. Crisis Services Responsibilities under this MOU

Crisis Services shall undertake the following activities:

- Crisis Services will provide the following services on-site at the FJC, two days per week: case management, advocacy (in compliance with Part 462), court advocacy, referrals, counseling (in compliance with Part 462), phone counseling and support, safety planning, coordination with on/off site agencies and assistance with staff training. Off site services within the Advocate Program include all of the above as well as therapy services. The other Crisis Services programs that all eligible FJC clients would have access to include adult mental health assessments; homeless services and; 24 hour hotline.
- Crisis Services staff on site at the FJC two days per week are a Family Violence Case Manager and a Sexual Assault & Family Violence Case Manager. These two staff will alternate who will be committed to the FJC for

the 2 days per week. A minimum of two times per month each staff person is required by the Advocate Program to be on-call for the 24-hour response when a victim of domestic violence, family violence, intimate partner violence, elder abuse, sexual assault or rape presents to any of the 11 hospitals in Erie County. Twice a month on Thursdays from 1-3pm, staff are required to attend Advocate staff meetings at Crisis Services. The Friday's following staff meeting days, one of the Case Managers will work 8am-Noon to accommodate coverage. Supervision of these staff is provided by the Coordinator of the Advocate Program.

- Provide access to "home office" databases, as appropriate
- Make referrals, as appropriate, to other partner agencies
- Provide off-site supervision of staff located at FJC
- Provide in-service training for FJC and partners
- Participate in staff, supervision, and other team meetings, when requested
- Adhere to FJC Operations Manual as mutually developed between FJC and on-site partners
- Provide any required furniture and equipment that the FJC cannot provide
- Maintain confidentiality of all clients
- Insure that appropriate releases of information are obtained
- Comply with all reasonable requests concerning office décor, cleanliness and maintenance

V. It is mutually understood and agreed by and between the parties that:

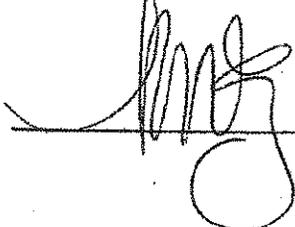
This MOU may be modified by mutual agreement of the Executive Director of the FJC and the Executive Director of Crisis Services in writing with 30 days notice.

This MOU may be terminated by the Executive Director of the FJC and/or the Executive Director of Crisis Services in writing with 30 days notice or immediately for cause.

VI. Effective Date and Signature

This MOU shall be effective upon the signature of authorized officials from the FJC and Crisis Services. It shall be in force from January 1, 2010, through December 31, 2010. The FJC and Crisis Services indicate agreement with this MOU by their signatures.

Family Justice Center of Erie County, Inc.



Date: 1/25/10

Executive Director

Crisis Services

Executive Director

Douglas B. Rubin

Date: 1/25/10

Memorandum of Understanding (MOU)

Between

Family Justice Center of Erie County, Inc.

and

Child & Family Services

This is an agreement made by and between Child & Family Services of Erie County, 330 Delaware Avenue, Buffalo, New York 14202 hereinafter called CFS and the Family Justice Center of Erie County, Inc., 237 Main Street, Buffalo, New York 14202, hereinafter called the FJC.

I. Purpose & Scope

The purpose of this MOU is to identify clearly the roles and responsibilities of each party as they relate to providing services to Erie County victims of domestic violence at the FJC.

In particular, this MOU is intended to:

- Ensure that victims of domestic violence in Erie County receive appropriate services and referrals
- Create a partnership between the FJC and CFS that supports the "one-stop" service model

II. Background

The FJC provides free, one-stop, wrap-around services to victims of domestic violence and their children in Erie County. The services are provided by a collaboration of on-site partners. The FJC was created in 2006 to ensure a coordinated community response for victims of domestic violence.

Child and Family Services Haven House was established as Erie County's shelter for abused women and children in 1979, including a 24-hour domestic violence hotline. Since then, the program has expanded to include residential services, non-residential services, and Transitional Housing for victims of domestic violence and their children. Non-residential services are provided through the Counseling and Advocacy Program, and provides counseling, advocacy, support groups, information and referral, hotline, and programming for child witnesses to domestic violence. Haven House is one of the original on-site partners at the FJC and dedicates one

advocate to be co-located at the FJC, providing counseling and advocacy to victims of domestic violence.

III. FJC Responsibilities under this MOU

The FJC shall undertake the following activities:

- Provide management and administrative support
- Provide one secure office
- Provide office furniture, including locking file cabinet
- Provide telephone and internet access at no cost
- Provide reasonable photocopies and office supplies at no cost
- Encourage and support all on-site partners in referring clients to Child & Family Services Haven House
- Refer appropriate clients to Child & Family Services Haven House
- Obtain releases of information from clients as appropriate
- Maintain strict confidentiality and compliance with HIPAA requirements for all clients
- Maintain safety and security procedures to insure, to the extent possible, that perpetrators are not admitted
- Maintain Directors & Officers Insurance and Liability Insurance for FJC facilities
- Maintain hotline in accordance with Non-Residential Services for Victims of Domestic Violence, Part 462
- Provide information and referral services in accordance with Non-Residential Services for Victims of Domestic Violence, Part 462
- Provide community outreach and education services in accordance with Non-Residential Services for Victims of Domestic Violence, Part 462
- Complete brief intake assessment of all clients to explain the FJC business model and the variety of services available
- Provide advocacy services when required by client volume and partner capacity
- Provide orientation and training for Child & Family Services Haven House on-site staff, including review of the FJC Operations Manual
- FJC will sign a HIPAA Business Associates Agreement with CFS

IV. Child & Family Services Haven House Responsibilities under this MOU

Child & Family Services Haven House shall undertake the following activities:

- Child & Family Services Haven House will provide advocacy, limited counseling services, linkage with Haven House Shelter and information and

- referral services for victims of domestic violence in accordance with Non-Residential Services for Victims of Domestic Violence, Part 462
- One Child & Family Services Haven House Domestic Violence Victim Advocate will be co-located at the FJC.
 - The on-site Advocate will make referrals, as appropriate, to other partner agencies
 - Child & Family Services will provide off-site supervision and training of staff co-located at FJC
 - Child & Family Services will add Family Justice Center of Erie County as additional insured on Child & Family Services' liability insurance and provide FJC with Certificate of Liability Insurance
 - Child & Family Services Haven House staff will participate in FJC Partner Meetings and FJC community meetings, and will endeavor to participate in other collaborative team meetings, when requested
 - Child & Family Services Haven House will adhere to FJC Operations Manual as mutually developed between FJC and on-site partners
 - Provide any required furniture and equipment that the FJC cannot provide for Child & Family Services Haven House office at the FJC
 - Child & Family Services Haven House staff will maintain confidentiality of all clients in compliance with Child & Family Services Confidentiality Policies and the FJC Operations Manual
 - Child & Family Services Haven Houses staff will insure that appropriate Child & Family Services "Releases of Confidential Information" are obtained when making referrals to on-site partners
 - Comply with all reasonable requests concerning office décor, cleanliness and maintenance
 - CFS will offer the services of the Domestic Violence Community Coordinator (DVCC) as needed for committee work, special events, community initiatives, etc.

V. It is mutually understood and agreed by and between the parties that:

This MOU may be modified by mutual agreement of the Executive Director of the FJC and/or the President/CEO of Child & Family Services in writing with 30 days notice.

This MOU may be terminated by the Executive Director of the FJC and/or the President/CEO of Child & Family Services in writing with 30 days notice or immediately for cause.

VI. Effective Date and Signature

This MOU shall be effective upon the signature of authorized officials from the FJC and Child & Family Services. It shall be in force from January 1, 2010, through

December 31, 2010. The FJC and Child & Family Services indicate agreement with this MOU by their signatures.

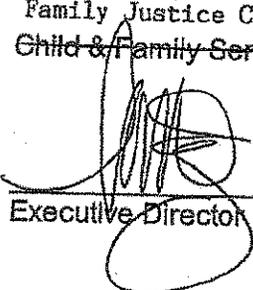
Child and Family Services of Erie County
~~Family Justice Center of Erie County, Inc.~~



President/CEO

Date: 1/19/10

Family Justice Center of Erie County, Inc.
~~Child & Family Services~~



Executive Director

Date: 1/19/10

Memorandum of Understanding (MOU)

Between

Family Justice Center of Erie County, Inc.

and

Hispanics United of Buffalo, Inc.

This is an agreement made by and between [partner's full legal name] hereinafter called [abbreviation or shortened name] and the Family Justice Center of Erie County, Inc., 237 Main Street, Buffalo, New York 14202, hereinafter called the FJC.

I. Purpose & Scope

The purpose of this MOU is to identify clearly the roles and responsibilities of each party as they relate to providing services to Erie County victims of domestic violence at the FJC.

In particular, this MOU is intended to:

- Ensure that victims of domestic violence in Erie County receive appropriate services and referrals
- Create a partnership between the FJC and [partner] that supports the "one-stop" service model

II. Background

The FJC provides free, one-stop, wrap-around services to victims of domestic violence and their children in Erie County. The services are provided by a collaboration of on-site partners. The FJC was created in 2006 to ensure a coordinated community response for victims of domestic violence.

The Hispanics United of Buffalo, Inc. Domestic Violence Program will locate an on-site full-time Court Advocate to assist the District Attorney's Office/Domestic Violence Bureau at the FJC with Intakes and Orders of Protection and part-time onsite Domestic Violence Case Manager, once a week, to provide services to Latino victims of domestic violence, once a week.

III. FJC Responsibilities under this MOU

The FJC shall undertake the following activities:

- Provide management and administrative support
- Provide one secure office
- Provide office furniture, including locking file cabinet
- Provide telephone and internet access at no cost
- Provide reasonable photocopies and office supplies at no cost
- Encourage and support all on-site partners in referring clients to [partner]
- Refer appropriate clients to [partner]
- Obtain releases of information from clients as appropriate
- Maintain strict confidentiality of all clients
- Maintain safety and security procedures to insure, to the extent possible, that perpetrators are not admitted
- Maintain Directors & Officers Insurance and Liability Insurance for FJC facilities
- Maintain hotline in accordance with Non-Residential Services for Victims of Domestic Violence, Part 462
- Provide information and referral services in accordance with Non-Residential Services for Victims of Domestic Violence, Part 462
- Provide community outreach and education services in accordance with Non-Residential Services for Victims of Domestic Violence, Part 462
- Complete brief intake assessment of all clients to explain the FJC business model and the variety of services available
- Provide advocacy services when required by client volume and partner capacity
- Provide orientation and training for [partner's] on-site staff

IV. Hispanics United of Buffalo, Inc. Responsibilities under this MOU

Hispanics United of Buffalo, Inc. shall undertake the following activities:

- Services will include Spanish translation/interpretation, safety planning, court advocacy, assistance with orders of protection, case management, non-clinical counseling and appropriate cultural training for the other program partners. Non-clinical counseling includes service information, referral, and discussion options. HUB staff will facilitate at least one on-going support group for Latina victims of domestic violence.
- **Court Advocate:** On site Court Advocate to assist the District Attorney's Office/Domestic Violence Bureau at the Family. Responsible for interviewing and evaluating the needs of domestic violence victims and their family members for therapy and any other related and necessary referrals or support services. Makes necessary hospital or home visits and provides advocacy during both criminal and civil court proceedings.

Domestic Violence Case Manager/Advocate: Involves in direct victim contact, assisting victims with case management, referrals, translation/interpretation,

- and advocates for access to services and crisis intervention when necessary.
- Provide access to "home office" databases, as appropriate
 - Make referrals, as appropriate, to other partner agencies
 - Provide off-site supervision of staff located at FJC
 - Provide in-service training for FJC and partners
 - Add Family Justice Center of Erie County as additional insured on Hispanics United of Buffalo, Inc. liability insurance and provide FJC with Certificate of Liability Insurance
 - Participate in staff, supervision, and other team meetings, when requested
 - Adhere to FJC Operations Manual as mutually developed between FJC and on-site partners
 - Provide any required furniture and equipment that the FJC cannot provide
 - Maintain confidentiality of all clients
 - Insure that appropriate releases of information are obtained
 - Comply with all reasonable requests concerning office décor, cleanliness and maintenance

V. It is mutually understood and agreed by and between the parties that:

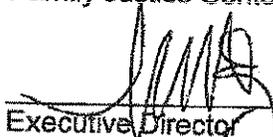
This MOU may be modified by mutual agreement of the Executive Director of the FJC and the [head of partner agency] in writing with 30 days notice.

This MOU may be terminated by the Executive Director of the FJC and/or the [head of partner agency] in writing with 30 days notice or immediately for cause.

VI. Effective Date and Signature

This MOU shall be effective upon the signature of authorized officials from the FJC and [partner]. It shall be in force from January 1, 2010, through December 31, 2010. The FJC and [partner] indicate agreement with this MOU by their signatures.

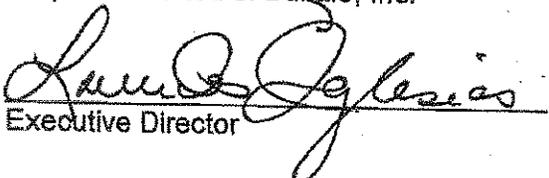
Family Justice Center of Erie County, Inc.



 Executive Director

Date: 10/22/10

Hispanics United of Buffalo, Inc.



 Executive Director

Date: Jan 22, 2010