

FAMILY JUSTICE CENTER  
OF  
ST. JOSEPH COUNTY, INC.

OPERATIONS MANUAL

*March 15th, 2019*



533 N Niles Ave., South Bend, IN 46617 | 574-234-6900  
[www.fjcsjc.com](http://www.fjcsjc.com)

# INTRODUCTION

The Family Justice Center of St. Joseph County, Inc. (FJC) is one of the original 15 sites nationwide chosen to be a comprehensive co-located center providing services for victims of domestic violence. The goal of the FJC is to bring resources for primary and secondary victims of domestic violence and sexual assault, stalking, neglect and exploitation into one location, thereby improving access to the services already provided by the community.

The contents of this Operations Manual have been culled and synthesized from work produced over many months by the dedicated members of the various committees and Board Members of the FJC. Modeled on the Manual provided as a reference by the San Diego Technical Team, this draft for the FJC will provide a guide for its operations at 533 N Niles Avenue, South Bend. This Operations Manual will be modified to reflect the best practices as they are enacted at the FJC.

March, 2019

Revised: March, 2019



533 N Niles Ave., South Bend, IN 46617 | 574-234-6900

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# TABLE OF CONTENTS

**Vision, Mission, Objectives 1.1**

**Organizational Chart 1.2**

**Organizational Summary 1.3**

**On-site Partner Responsibilities 1.4**

**Off-site Partner Responsibilities 1.5**

**Hours of Operation 1.6**

**Client Services 1.7**

**Security Plan 1.8**

**Emergency Evacuation Plan 1.9**

**Violent Incident Plan 1.10**

**Client Emergency Plan 1.11**

**Confidentiality Procedures 1.12**

**Transportation Services 1.13**

**Parking 1.14**

**Cleaning Maintenance 1.5**

**Appendices:**

- A. Board Member listing**
- B. Executive Committee listing**
- C. Confidentiality Agreement**
- D. Client Consent Form**
- E. Conflict Process**



## 1.1 FAMILY JUSTICE CENTER VISION, MISSION AND OBJECTIVES

### **Vision:**

Our vision is to create a future where: ALL needs of victims are met; children are protected; violence is stopped; batterers are held accountable; violence fades; economic justice increases; families heal and thrive; HOPE is realized; and we ALL work together.

### **Mission:**

Our mission is to stop intimate partner violence, sexual assault, and abuse; make victims safer, hold batterer's accountable; provide long-term support for victims, survivors and their children through collaboration and coordinated services.

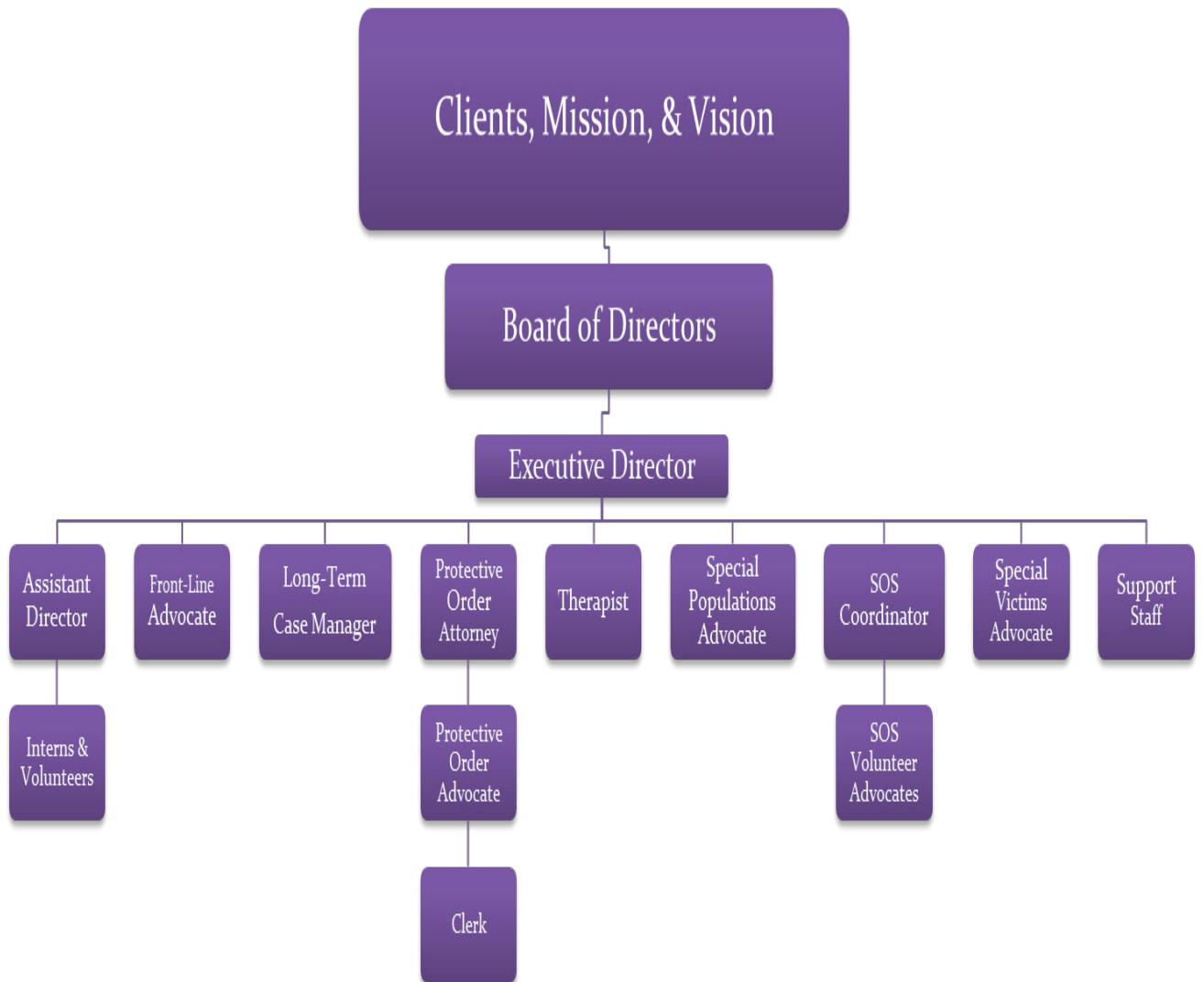
### **Objectives:**

The partners of the FJC will work in a united effort to achieve the following objectives:

- Provide support and resources to victims of domestic violence, sexual assault and strangulation and their children
- Provide appropriate referrals to medical care for victims of domestic violence, sexual assault and strangulation
- Offer appropriate legal assistance to victims of domestic violence
- Reduce the number of domestic violence cases that go unreported in St. Joseph County
- Ensure that domestic violence perpetrators are prosecuted
- Reduce recidivism and homicides
- Increase access to supportive services and rates of utilization of the resources of the partner agencies
- Coordinate the tracking of domestic violence statistics between partner agencies
- Provide training to all law enforcement concerning domestic violence, sexual assault, strangulation and issues surrounding orders of protection
- Provide prevention programs in local schools addressing body safety issues and healthy relationships



1.2 FAMILY JUSTICE CENTER  
ORGANIZATIONAL CHART



### 1.3 FAMILY JUSTICE CENTER ORGANIZATIONAL SUMMARY

The Family Justice Center of St. Joseph County is a non-profit agency whose mission is to be a one-stop help center for victims of domestic violence, sexual assault, and stalking. Since opening in 2007, FJC has been a preferred referral agency in the community for victims of the above crimes by law enforcement, prosecution, community-based service agencies, medical professionals, and local colleges and universities. Specialized, highly-trained, and dedicated staff members serve as advocates, case managers, and navigators for clients as they move through the many components of their cases. The collaborative, holistic approach backed by the FJC model encourages a multidisciplinary approach to supporting clients with a constant, unwavering focus on improving safety for the victim and his/her family. All staff members maintain required licensing and continuing education requirements. The Family Justice Center of St. Joseph County Inc. is governed by the Board of Directors.

The core FJC staff is made up of the following positions: Director, Front-Line Advocate, Long-Term Case Management Advocate, Victim Services Specialist, Special Populations Advocate, S-O-S Rape Crisis Line Coordinator, and a part-time therapist who provides services for uninsured victims and leads two support groups for survivors of domestic violence, sexual assault, and stalking. In addition to the services provided by those programs, the Family Justice Center also offers a Protection Order Project which includes a Protection Order Attorney who works closely with the on-site Deputy Clerk.

The Executive Director is directly responsible to the Board of Directors for all daily operations of the FJC, including supervision of FJC staff.



## 1.4 FAMILY JUSTICE CENTER ON SITE PARTNERS AND SERVICES PROVIDED

### ON-SITE PARTNERS and SERVICES PROVIDED

**Protective Order Project** provides for an attorney to give consultation and represent domestic violence victims in Protective Order hearings. Clients must go through the intake process first before meeting with the P.O. Attorney. There is also a County Clerk who is able to file protective order petitions with the Court.

**S-O-S** is the rape crisis center for St. Joseph County. They became a partner program of the Family Justice Center in 2009. They offer a 24-hour crisis hotline, on-call victim advocates for crisis response, and follow-up medical testing and examinations for sexual assault victims. S.O.S. also does the majority of the risk reduction education in the area.

**Homes of HOPE** is a partnership between the Family Justice Center and Habitat for Humanity. Local homes are refurbished to serve as transitional housing for victims of domestic violence and their families. Homes of HOPE will focus on providing intermediary housing options for victims of domestic violence by leasing a furnished, single-family home in St. Joseph County to Family Justice Center clients who need to remove themselves and their children from an abusive situation. This process is the first of its kind in the nation. Both Habitat for Humanity and the Family Justice Center hope that this will become a model for the rest of the country.

**Victim and Family Support Services Jenifer Hill, LCSW** provides counseling services for individuals and families who have experienced domestic violence and sexual abuse. Substance abuse evaluations are also provided by the AARC and referrals for children services are given as needed. Support groups are offered for domestic violence and sexual abuse.

**Victim Advocates** for assessments, safety planning, and crisis intervention

- o Help with FJC referrals, and referrals for immediate needs (food, shelter, utilities, other)
- o Cell phones for 911 calls
- o Information regarding Orders of Protection

**Resource Room** for clients with:

- o Community Resource/Domestic Violence Resources
- o Safe computers and phones

**Special Victims Unit (SVU)** is a specialized unit for the investigation and prosecution of cases pertaining to domestic violence and sexual assault. The SVU is comprised of law enforcement officers from the three major police agencies in St. Joseph County, as well as prosecutors and court advocates from the St. Joseph County Prosecutor's Office.



**Adult Protective Services (APS)** provides assessments for endangered or exploited adults 18-older.

**The CASIE Center** provides forensic interviews of children who are victims or witnesses of crime.

**Indiana Legal Services** provides a staff attorney for advice and representation in civil matters, primarily family law issues, for eligible clients.



## 1.5 FAMILY JUSTICE CENTER OFF-SITE PARTNERS

### Descriptions of Off-site Partners

**AARC** (Alcohol and Addictions Resource Center) provides alcohol/drug prevention, education, and assessment services. Specialized services are available for women who are pregnant and using or at risk for using alcohol, tobacco or other drugs.

**Community Corrections Advisory Board** works with the courts and the Office of the Prosecuting Attorney with regard to mandated attendance by offenders convicted of domestic violence offenses. The CCAB also offers training about Community Corrections programs and their role in the criminal justice system.

**Goodwill Industries of Michiana, Inc.** works with victims of domestic violence in securing employment, placement or career training/educational opportunities that will further their goal of self-sufficiency.

**Indiana University South Bend (IU South Bend)** provides interns to the Prosecutor's Office and the Family Justice Center (FJC). The University also maintains a 24-hour, 7 day a week comfortable safe station with campus security for victims of domestic or dating violence and provides referrals to the FJC to victims. IU South Bend encourages the reporting of domestic or dating violence and ensures that the Campus Security Department is trained in domestic and dating violence.

**Ivy Tech Community College of Indiana** provides career/technical training and transfer of credit studies to clients of the FJC, and provides information about educational opportunities, and financial assistance available. Ivy Tech also provides its students with volunteer opportunities at the FJC.

**La Casa De Amistad** provides interpretation services to victims who are Spanish-speaking and will train volunteers and staff in cultural sensitivity and diversity as they relate to the Spanish-speaking populations of the community.

**Memorial Hospital** provides sexual assault examines at the emergency room and refers clients to the Sexual Assault Follow-up Clinic.

**Oaklawn** The community mental health center for our region. Accepts referrals for counseling and other mental health services for children and adults.

**Saint Mary's College and BAVO** provides student interns and assists the FJC in developing a successful internship program.

**St. Joseph Regional Medical Center** provides SANE (Sexual Assault Nurse Examiners) for SATC (Sexual Assault Follow-up Clinic).

**St. Joseph County Adult Probation Department** serves the St Joseph Circuit and Superior Courts. The department processes felony and misdemeanor cases for the courts, and supervises those individuals placed on probation. Adult Probation provides specialized probation officers, who have undergone domestic violence and batterer intervention training programs, to oversee



offenders who serve all or a portion of their sentences under terms of probation and who will enforce batterer accountability to assure victim safety.

**St. Joseph County Clerk's Office** provides a deputy clerk on-site full time for efficient filing of protective order petitions for survivors.

**University of Notre Dame** (Robinson Community Learning Center and the Center for Social Concerns): The Center for Social Concerns coordinates volunteer and service-learning opportunities for students, faculty, and staff of the University at the Family Justice Center. The Robinson Community Learning Center provides staff involved with FJC. The Gender Relations Center is the host for the **Out of the Shadows** Support Group.

**University of Notre Dame Police Department** provides educational opportunities, meeting space and use of facilities to staff and partners of the Family Justice Center. NDSP also facilitates educational efforts to prevent domestic and dating violence and encourages reporting of any acts of violence. The University ensures that its police officers are provided with appropriate training in these subjects and places particular emphasis on the coordinated response to victim needs.

**Women's Care Center** assists victims of domestic violence by tracking women's pre-natal care and helping them obtain baby clothes and other necessities.



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## 1.6 FAMILY JUSTICE CENTER BUSINESS HOURS OF OPERATION

The Family Justice Center of St. Joseph County will hold regular business hours from 8am to 4:30pm, Monday through Friday at 533 N Niles Avenue, South Bend.

Special evening or weekend hours may be arranged as deemed necessary by the partner and program staff members providing services to clients unable to visit the Center during those hours. Client-provider service meetings during non-business hours must be pre-approved by the FJC administrative staff.

During regular business hours, staff members, including staff from partner agencies working or visiting on site will enter at the main front door entrance by use of card access or by use of the intercom and granted access.

Visitors, including potential clients, will enter through the main entrance and check in at the reception desk. Reception staff, or volunteers assigned to the reception desk, will perform an initial screening of potential clients using the Reception Assessment Form/Initial Contact Form (See Appendix D for Reception Assessment Form/Initial Contact Form).

All potential clients will be informed of confidentiality protocols before any identifying information will be collected. Those potential clients who elect to register as a client of the FJC will be required to wear visitor ID badge while in the building and to return it upon leaving. After screening form and confidentiality agreement are completed, the client will be interviewed by the intake staff members (or volunteers) using the Intake Form and Intake Packet available at the front desk. The Client Service and Consent Form will be completed and updated as necessary to indicate which providers the client will access and to consent to information sharing among partner agencies (See Appendix D for Client Service and Consent Form) Non-identifying data on all clients shall be collected, with client consent, for reporting and grant writing purposes using the Data Collection Form (See Appendix G for Data Collection Form)

Visitors will wait in main lobby visitor area for the on-site partner or staff member to accompany them to a meeting room or office.



## 1.7 FAMILY JUSTICE CENTER CLIENT SERVICES

The Family Justice Center provides client services to victims of family violence such as domestic violence, strangulation, stalking, neglect, exploitation, sexual assault, elder abuse, teen relationship violence that primarily occur within St. Joseph County.

### **Jurisdictional Issues:**

Clients who live within St. Joseph County and are seeking services related to family violence eligible for services at the Family Justice Center.

Clients who live outside the County and are seeking services related to family violence are not eligible for services.

It is the policy of the Family Justice Center to never turn away a client without some assistance, information, and/or a referral.

Appropriate training to intake specialists will be provided to ensure that this policy is being fulfilled by providing non-eligible clients with information about the FJC, the legal system, referrals to off-site partners, directions and/or food and transportation assistance.



## 1.8 FAMILY JUSTICE CENTER SECURITY PLAN

Access to common areas of the building shall be granted to all staff at all times unless the common area is in use by a partner agency for partner specific purpose.

All staff member and partner agency staff members working on site shall be subject to security screening background checks. These background checks shall be performed by the Special Victims Unit as a courtesy to the FJC. Any security concerns found in the potential employee's record shall be communicated directly to the employee in question and the appropriate partner agency staff personnel. While all information shall remain confidential, only staff members with clear criminal backgrounds shall be authorized to work on site at the FJC.

Window treatments are designed to ensure confidentiality and to obscure the view from the exterior of the building to help ensure the security of clients and staff members.

Visitors who are potential clients shall sign in at the front desk. Intake volunteer or staff member shall escort the client to the intake room for initial needs assessment. Clients shall be escorted at all times by staff members. Clients shall return visitor ID badge and sign out after their last appointment.

Non-client visitors shall sign in at the front desk and after showing appropriate identification will be issued a dated temporary ID badge. Visitors must always be accompanied by an on-site partner staff member.

Tours for professional visitors and volunteers must be prearranged by the appropriate staff member and be granted approval by the administrative team at least two business days before the tour. The dates, times, size of group and purpose of the tours shall be communicated to all on-site staff members at least one business day before the tour.

Reservations of the common and shared spaces (Stanfield Room, Small Stanfield Conference Room, FJC Conference Room and small client meeting rooms) shall be made by signed request outside of the specific room. Standing reservations shall be noted on the exterior of each shared space.



## 1.9 FAMILY JUSTICE CENTER EMERGENCY EVACUATION PLAN FOR NON-VIOLENT SITUATIONS

Staff members of the FJC will participate in regular fire drills, severe weather drills, and active violence drills/training to maintain the safety of the building and all the occupants.

Each partner grouping on each floor will designate a group captain who will be responsible for ensuring that all staff, visitors, clients (and children, or support persons as applicable) are evacuated in the event of a fire or taken to safety in case of severe weather. Floor captains will be responsible for checking restrooms, medical exam room, children's waiting areas, staff offices and meeting rooms and accounting for all staff and visitors. Reception staff will verify with Floor Captains and emergency personnel that all building occupants have been accounted for in case of an emergency evacuation situation.

Floor captain assignments will be reviewed as necessary when staffing changes are made among partner agencies. The Executive Director and Family Justice Center Board of Directors shall be responsible for updating the procedures as necessary or to be in fire safety and natural disaster compliance.



## 1.10 FAMILY JUSTICE CENTER VIOLENT INCIDENT PLAN

Client flow plans indicate that the most likely location within building for incidents of violence related to domestic violence situations would be in the lobby area. Reception staff members, including volunteers and intake specialists, the Executive Director and other staff will be trained to respond immediately to any situation of violence initiated or threatened by a client, visitor or a known perpetrator who comes on site.

The protocol is to initiate an emergency response immediately and to ensure the safety of staff and visitors as quickly as possible.

- Use the emergency call/panic button located in the reception area or use pager to alert first responder law enforcement personnel from the SVU wing. (Emergency panic button activation will immediately activate a response from Notre Dame Police Department who is the monitoring agency for the FJC security system. In the event of an emergency verified by the NDPD, the South Bend Police Department will be dispatched to the Family Justice Center.)
- Call 911, if necessary
- Move other visitors, clients and staff members out of the lobby (or emergency area) to a secure location, possibly behind reception desk or into other private meeting/staff rooms as appropriate.
- Use phone system to notify on-site partner staff of the dangerous situation. On-site partner staff will be trained to secure their immediate vicinity and maintain closed doors until the 'all-clear' signal is given.
- In the event of a violent incident in another part of the building, the nearest staff member will initiate the above protocol and alert the reception staff.
- Post-incident reports will be completed as soon as possible after incident and forwarded to the appropriate law-enforcement personnel.



## 1.11 FAMILY JUSTICE CENTER CLIENT EMERGENCIES

Client medical emergencies and/or suicidal ideation require that all staff and volunteers follow established protocols and utilize paging system to inform staff and building partners, including on-sight first responders, of incident.



## 1.12 FAMILY JUSTICE CENTER CONFIDENTIALITY PROCEDURES

Staff members of the FJC and the partner agencies shall adhere to the confidentiality protocols as outlined in the policy and principles paper drafted by the confidentiality committee. (See Appendix C for FJC confidentiality agreement)

In summary, the **personal identifying information of all clients and potential clients must be safeguarded at all times**, except in situations where an exception must be made according to State law. Those exceptions are as follows: duty to report child abuse or neglect, duty to warn of an imminent threat of harm to self and others, responding to a subpoena or other court order, express permission by the program participant to release information. It shall always be the right of the client to choose what information may be shared among partners. Partners must always have client authorization to share information as indicated on Client Service and Consent Form (See Appendix F for Client Service and Consent Form).

**Communication practices on site, including face-to-face, receipt of faxes, client check in, phone calls, computer use and case notes shall be designed to ensure confidentiality of the clients.**

Face-to-face: Partner agency and FJC staff members with authorization to share information about clients among themselves shall do so only in a secure area, ie: not in the hallways, stairwells, meeting rooms, elevator in other areas where the conversation may possibly be overheard by non-authorized staff members or other clients.

Fax: Partner agency staff offices shall have their own fax numbers or shall require that external correspondents call before sending faxes that may have any personal client information so that staff may pick up fax from machine instead of having it sit on the machine or be filed in a public mailbox area.

Check-in: New or first-time clients will be interviewed and intake shall be performed in a private room to protect confidentiality. Staff members from partner agencies will access the building through a separate entrance, in order to NOT travel through the client waiting and reception area. All visitors will be required to sign confidentiality agreement.

Phone calls: Each partner staff member shall have a direct line to receive phone calls from clients and other professionals wishing to discuss client information. In the event that offices are shared among staff members from the same agency, the internal agency confidentiality policy shall apply to taking messages and/or being in the room while the on the phone. Voice mail boxes shall be secure and coded.

Computer use: Each partner agency staff member shall have an individual computer and hard drives that are password protected and shall not store or email identifying client information on computers that have internet connections. Computers shall be placed in offices with the screens directed away from clients and from windows to eliminate the ability of passers-by or clients to view the information on the screen.



Case notes and other paper files: Each partner agency staff member shall have a separate filing system for personally identifying client information. Individual filing cabinets shall be locked at all times and rooms containing filing cabinets shall be locked when no staff members are present. Records retention and destruction procedures in force at each agency shall be followed for the cases they receive as a result of the partnership at the Family Justice Center. No identifying information on clients will be maintained by the FJC, Inc.

It shall be the responsibility of the FJC and partner agencies to annually update the matrix of confidentiality procedures for each of the partners and to make sure that all on-site staff members are familiar with any changes and that the confidentiality procedures of the partner agencies are not in conflict with each other. New staff orientation and all volunteer training shall include training on the confidentiality procedures for each of the partner agencies and the conditions under which information about clients may be shared among agencies staff. All volunteers and staff shall sign the confidentiality agreement before commencing work with the FJC.

Clients shall be informed the confidentiality procedures before commencing any intake at the FJC. Clients shall also be informed of their right to receive limited services or referrals without giving any identifying personal information. Ongoing effort will be made to balance the need for data with client confidentiality.

Ongoing review and updating of the Confidentiality procedures and annual audit of those procedures are the responsibility of the Confidentiality Committee under the direction of the Executive Director.



## 1.13 FAMILY JUSTICE CENTER TRANSPORTATION SERVICES

Transportation needs will be a part of client safety planning. Each case will necessarily be different based on the services and resources chosen by each client. Clients will have access to bus passes, cab services, private drivers, and/or other modes of transportation as deemed necessary by staff and based on availability of funds.



## 1.14 FAMILY JUSTICE CENTER CLIENT TRANSPORTATION TO FJC

Handicap accessible parking spots will be reserved at all time for clients, staff and visitors who require close access to the building.

Clients and visitors traveling by taxi or public bus will be allowed to wait in the lobby or other secure area until the bus or taxi arrives. Reception staff will have current Transpo Bus schedules and be willing to call for taxi service if clients require that. Clients may choose to wait in a private room near the lobby as necessary to protect their confidentiality and may request escort as dictated by their individual safety plan.



## 1.15 FAMILY JUSTICE CENTER CLEANING & MAINTENANCE

Regular cleaning times shall be contracted to an approved professional cleaning service.

Cleaning partners are contacted so that on-site partner staff members may schedule after hours work and client meetings to avoid breaches in confidentiality and security possible by interaction with cleaning staff.

All partner agency files shall be stored in locked file cabinets and shall remain locked at all times. Partner agency staff members shall log out of their computers at the end of the day and each time they leave their offices in order to maintain confidentiality of clients.

Maintenance concerns shall be brought to the attention of the Executive Director who shall authorize repairs with the approval, as necessary of the On-Site Committee.



APPENDIX A:  
BOARD OF DIRECTORS FAMILY JUSTICE CENTER ST. JOSEPH COUNTY  
(current as of 03/2019)

Keri Kei Shibata  
Chief, Notre Dame Police Department

Ande Kurth  
Director of Human Resources  
Notre Dame FCU

Kim Pedler  
Business Development  
Notre Dame FCU

Matthew Lahey  
Associate General Counsel  
University of Notre Dame

Ken Garcia  
Media Liaison/Digital Communicator  
South Bend Police Department

Ken Cotter  
Elected Prosecuting Attorney  
St. Joseph County, Indiana

Tom Sanders  
Chief Deputy Prosecutor  
St. Joseph County, Indiana

Ashley Smith  
RN/Sexual Assault Nurse Examiner  
SJRMC Forensic Department

Christy Bader  
Analyst II  
1st Source Bank

Kevin Schascheck  
Undergraduate Student Body President  
Indiana University South Bend

Mary Butiste-Jones  
Staff Attorney  
Indiana Legal Services, Inc

Sarah Kim  
RN/Sexual Assault Nurse Examiner  
SJRMC Forensic Department



APPENDIX B:  
EXECUTIVE COMMITTEE OF THE BOARD OF DIRECTORS  
(current as of 3-2019)

Keri Kei Shibata – President, Board of Directors  
Chief, Notre Dame Police Department

Open – Vice President, Board of Directors

Christy Bader – Secretary, Board of Directors  
Analyst II, 1st Source Bank

Kevin Schascheck – Treasurer, Board of Directors  
Undergraduate Student Body President  
Indiana University South Bend



APPENDIX C:  
CONFIDENTIALITY AGREEMENT

**Family Justice Center of St. Joseph County  
Confidentiality Statement and Agreement**

I, (please print) \_\_\_\_\_ understand that the policy of the Family Justice Center is to hold confidential all information concerning adults and children served by the agency. I understand that confidential communication is accorded to any person who seeks services at the Family Justice Center and that maintaining a client's confidentiality is critical to the services and advocacy that the Family Justice Center provides.

I understand that this confidentiality agreement includes while I am serving in a paid, volunteer, visitor, or any other capacity, and after my service is finished.

I, (please print) \_\_\_\_\_ agree to abide by the Confidentiality Policy of the Family Justice Center.

I agree to keep all information regarding FJC clients in strict confidence at all times even if I am no longer in a relationship with the FJC.

I will not mention any client by name, description, location, personal history or any other information. This includes discussing any client with members of the general public (i.e. family, friends, co-workers, etc.)

I will not discuss client matters in public spaces, including hallways or open offices, and/or conference or other meeting rooms at the FJC.

I will not publicly acknowledge a client without his/her express permission.

I understand the seriousness of the Confidentiality Agreement and my personal obligation to treat all FJC clients with respect and courtesy. I understand that a violation of this policy will be considered grounds for termination of services, employment, or the relationship with the agency.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date



APPENDIX D:  
CLIENT CONSENT FORM

**Family Justice Center of St. Joseph County  
Consent to Release Information**

**READ FIRST:** Before you decide whether or not to let the Family Justice Center of St. Joseph County share some of your confidential information with another agency or person, an advocate of the Family Justice Center will discuss with you alternatives and any potential risks and benefits that could result from sharing your confidential information. If you decide you want the Family Justice Center to release some of your confidential information, you can use this form to choose what is shared, how it's shared, with whom, and for how long.

I understand that:

- I do not have to sign a release form. I do not have to allow the Family Justice Center to share my information. Signing a release form is completely voluntary. That this release is limited to what I write below. If I would like the Family Justice Center to release information about me in the future, I will need to sign another written, time-limited release.
- The Family Justice Center has an obligation to keep my personal information, identifying information, and my records confidential.
- I can choose to allow the Family Justice Center to release some of my personal information to certain individuals or agencies.
- There is always a risk that even a limited release of information can potentially open up access by others to all of the confidential information about me held by the Family Justice Center.

<b>What info about me will be shared:</b>	
<b>What info about me I don't want shared</b>	
<b>Why I want my info shared: (purpose)</b>	

I, \_\_\_\_\_, authorize the Family Justice Center of St. Joseph County to share the information described above with: **(please INITIAL all lines that you agree to)**

- |   |  |
|---|--|
| <p>_____ 1) YWCA</p> <p>_____ 2) Indiana Legal Services</p> <p>_____ 3) Oaklawn</p> <p>_____ 4) Police Department</p> <p>_____ 5) Prosecuting Attorney's Office</p> | <p>_____ 6) FJC Protective Order Project</p> <p>_____ 7) FJC Support Group</p> <p>_____ 8) Adult Protective Services</p> <p>_____ 9) High Risk Team</p> <p>_____ 10) Other _____</p> |
|---|--|

**\*\*If selecting Protective Order Project, Police Department must also be initialed.**

The information may be shared: \_\_\_\_\_ in person \_\_\_\_\_ by phone \_\_\_\_\_ by fax \_\_\_\_\_ by mail

\_\_\_\_\_ I also authorize Family Justice Center to call me for appointments and follow-up at the safe phone numbers I have given.



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**This release expires on:** \_\_\_\_\_ (One year from today's date.)  
Date Time

**I understand that this release is valid when I sign it and that I may withdraw my consent to this release at any time either orally or in writing.**

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_

Time: \_\_\_\_\_

APPENDIX E:



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## CONFLICT PROCESS

**Purpose: Family Justice Center serves survivors of domestic violence, sexual assault, and stalking. The purpose of our conflict process is to keep survivors, staff, and building partners safe.**

**Client** - Individual who is currently receiving services, or has received services in the past, services from the Family Justice Center. These are individuals who have completed the intake process.

**Abuser** - Individual who has been identified by the client as committing domestic violence, family violence, sexual assault, stalking, financial exploitation, and neglect, leading to a conflict of interest for the Family Justice Center.

**Conflict of Interest** - A request for services in which the concerns or aims of two different parties are incompatible.

**Denied** - Individual seeking services who has been deemed inappropriate for FJC services due to failing one or more elements of the security screen process, and therefore presents a conflict of interest for center services.

**Terminated** - Client who has been deemed inappropriate for further FJC services or presents a safety risk to center staff/building and clients.

For individuals seeking initial services (calling in, walk-in, referrals by partners)

### **ETO - Conflict of Interest**

- If individual is listed as an “abuser” in ETO
- If individual is listed as “denied” or “terminated” in ETO \*make sure to check termination reason; “No longer in need of services” is not a reason for denial
- If individual provides name of their abuser and abuser is a client of the center

### **Odyssey - Conflict of Interest**

- If individual has been convicted of or pled guilty to a sexual/violent crime
  - If concern on type of crime, consult with administrative staff
- If potential client has pending charges, further information is sought prior to serving client and consultation with administrative staff occurs

### **INcite - Conflict of Interest**

- If individual has an active or expired PO/NCO against them
  - If potential client claims PO petition to be inaccurate or other information obtained reflect potential misidentification of primary aggressor, FJC staff requests copy of petition from individual, and informs potential client of objection process prior to further service of said individual.
- If individual has a dismissed PO against them, further information is sought
  - If PO was dismissed per petitioner request - conflict of interest
  - If PO was dismissed by Judge after a hearing - no conflict
- If individual has protective orders listed against them that are denied by judge - no conflict



**If current client and then conflict occurs**

- Administrative staff is involved immediately for next steps to be defined
  - If pending charges or protective order is filed against client contact with client would be limited to phone until further decision made via objection process or prosecution
  - If protective order stands after a hearing on objection, client will be terminated from FJC services
  - If conviction or plea agreement is arranged, client will be terminated from FJC services
- **Requests for services where questions or concerns arise, will be reviewed by administrative staff and decisions will be made on a case-by-case basis.**

**If individual is deemed by FJC staff to have a conflict, said person will receive next step/contact information for other resources within the community pertaining to the request made.**

